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SAFE DRINKING WATER HOTLINE ANNUAL REPORT

October 1, 1999 - September 30, 2000

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

TABLE OF CONTENTS

I OVERVIEW 1
- Introduction 2
  - Graph: Calls Received & Answered FY 89 - FY 00
- Total Incoming Calls 3
  - Graph: Total Incoming Calls per month FY 00
- Abandoned Calls 3
- Busiest Times in FY 00 3
- Most Common Type of Caller 4
  - Graph: Types of Callers FY 00
  - Graph: Types of Callers FY 95 - FY00
- Location of Callers 5
- Most Commonly Asked Questions 5
  - Graph: Subject Inquiries over 500 FY 00
- Call Trends Over Time 6
  - Graph: Subject of Inquiries FY 95 - FY00
- Disposition of Inquiries 6
- Referrals 7
  - Graph: Referral of Callers FY 00
- Level of Difficulty 7
  - Graph: Level of Difficulty FY 00
- Document Requests 8
  - Graph: Document requests over 100 FY 00
- Electronic Mail Volume 9
  - Graph: Email messages per month FY 97 - FY 00
- Subjects of E-mails 9
- Other Information 9

II DETAILED BREAKDOWN OF HOTLINE STATISTICS 10
- Annual Breakdown of Caller Statistics 11
- Annual E-Mail Statistics 18

III COMMONLY ASKED QUESTIONS 24

IV COMMONLY REQUESTED DOCUMENTS BY SUBJECT 44

V KEY PROGRAM ACTIVITIES AND OUTPUTS 49

VI BI-MONTHLY REPORT HOT TOPICS INDEX 55

SECTION I:

Overview

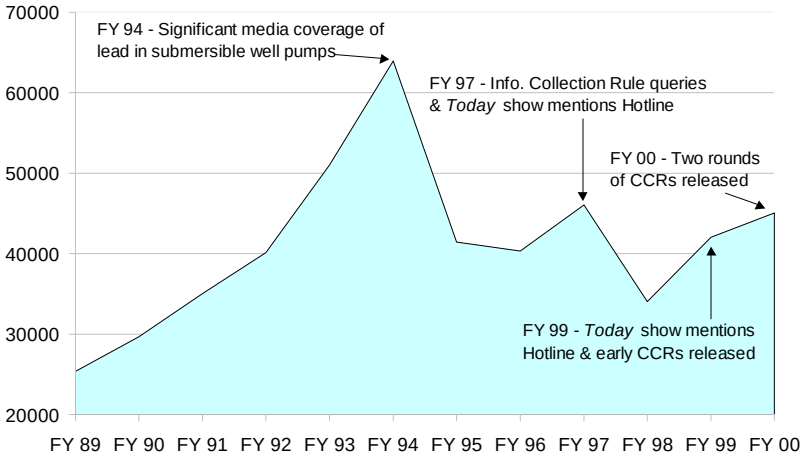
SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

Introduction

The U.S. Environmental Protection Agency's (EPA) Safe Drinking Water Hotline is operated by LABAT-ANDERSON INCORPORATED. The Hotline helps the public, public water systems, and federal, state, and local officials understand EPA regulations and programs developed in response to the Safe Drinking Water Act (as amended in 1986 and 1996). The Hotline receives requests by telephone (1-800-426-4791), fax machine (1-703-285-1101), and by e-mail (hotline-sdwa@epa.gov). The Hotline provides callers with information about EPA's drinking water regulations and guidances, as well as national source water protection programs. The Hotline also answers basic drinking water questions and provides referrals to appropriate state and private-sector agencies for more specific information.

Calls Received & Answered - FY89-FY00

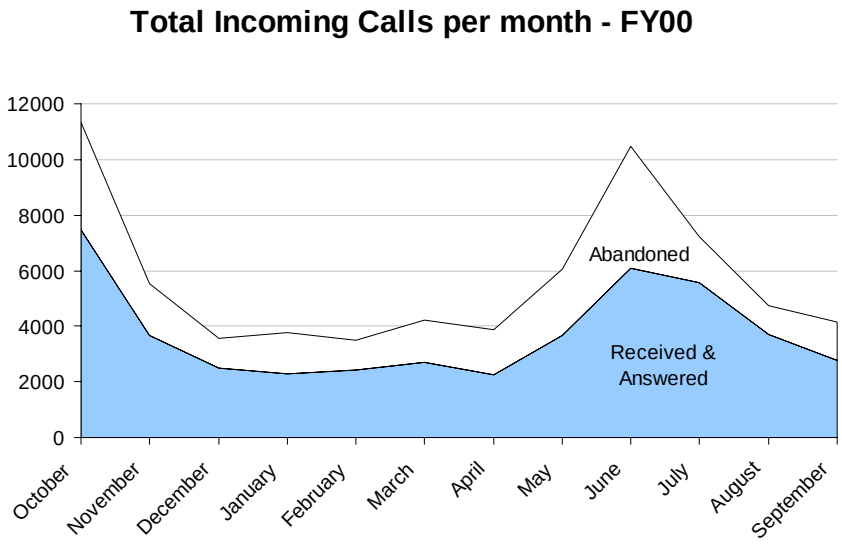


Fiscal Year 2000 (FY 00) was a busy year for the Hotline. Call volume, number of inquiries, and e-mail correspondence again increased this year. The volume of calls received and answered in FY 00 (45,067) was the fourth highest since the inception of the Safe Drinking Water Hotline, and the number of e-mail requests (5,018) is the highest ever received and answered by the Hotline. Referrals decreased slightly from FY 99 but remained substantially higher than in other Fiscal Years, while document inquiries continued to decrease, due to the increasing number of documents on OGWDW's web site. The Hotline increasingly refers requesters to the Internet (thus increasing the referrals statistic) rather than ordering documents (thus decreasing the documents statistic).

Hotline services are continuing to reach a larger proportion of citizen callers. During FY 00, community water systems delivered two consumer confidence reports (one in October 1999 and the second in July 2000) that contained the Hotline telephone number, resulting in a "call spike" for both months in FY 00. Since this report will be issued July of each year, it is expected that the amount of calls will be consistently high every June and July.

Total Incoming Calls

A total of 68,410 calls were placed to the Hotline in FY 00 (4,459 more than in FY 99). Included in this total are 45,067 calls that were received and answered (3,065 more calls than FY 99), and 23,360 calls that were abandoned (1,411 more than in FY 99). In comparison with FY 98, the Hotline received 23,690 more calls in FY 00 than in FY 98 and answered 11,054 more calls in FY 00 than in FY 98.



Abandoned Calls

The abandoned call category includes calls that were placed before 9:00 am or after 5:30 pm Monday through Friday, or on weekends and holidays, as well as calls during which the caller hung up before reaching an Information Specialist, most frequently during the pre-recorded greeting (which increased from 39 seconds to 52 seconds because a provision for Spanish-speaking callers and a referral to the OGWDW web site was added). Approximately 27% of calls were abandoned during Hotline hours of operation while 73% of abandoned incoming calls occurred during hours when the Hotline was not open (including weekends and Federal Holidays).

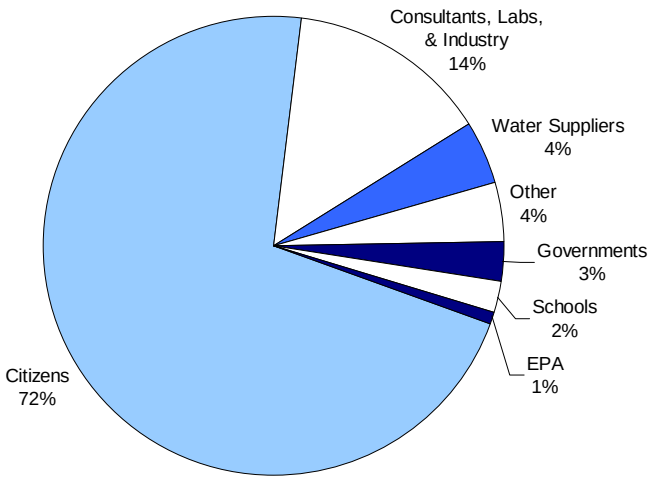
Busiest Times in FY 00

The busiest month for FY 00 was October, with 7,483 calls, followed closely by June (6,085 calls) and July (5,552 calls). These numbers tally very closely to when the first and second CCR were required to be delivered to customers of community water systems (first by October 19, 1999 and second by July 1, 2000).

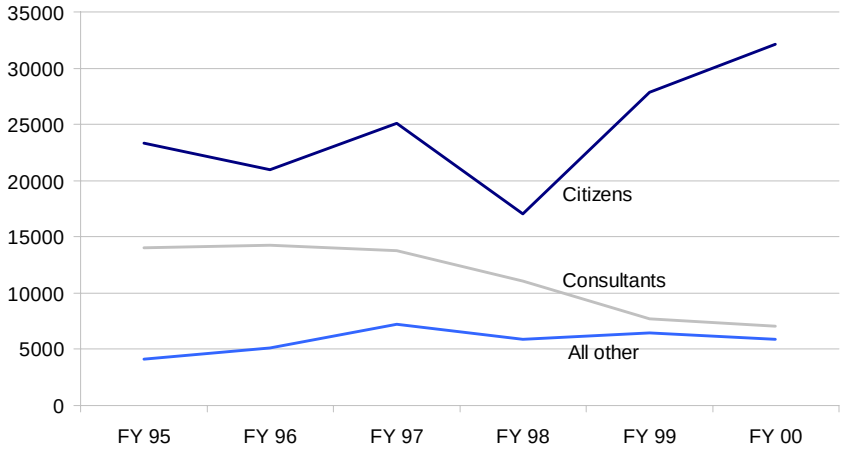
Most Common Type of Caller

Just as in FY 99, the highest number of calls to the Hotline came from private citizens (32,172), followed by calls from consultants, labs, and industry (6,343). However, the private citizens category increased while consultants decreased. The remainder was comprised of calls from water suppliers, State and local governments, schools and universities, EPA headquarters and regions, as well as the media, law firms, the medical professions, and federal employees.

Types of Callers - FY00



Type of Callers - FY95 - FY00



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While most of types of callers remained relatively constant over the years, the number of citizens calling the Hotline dramatically increased as a result of the Consumer Confidence Report and the increased reporting/ advertising of the Hotline phone number in television, radio and print media. The number of calls from industry and consultants decreased, probably due to increased information available on EPA's web site.

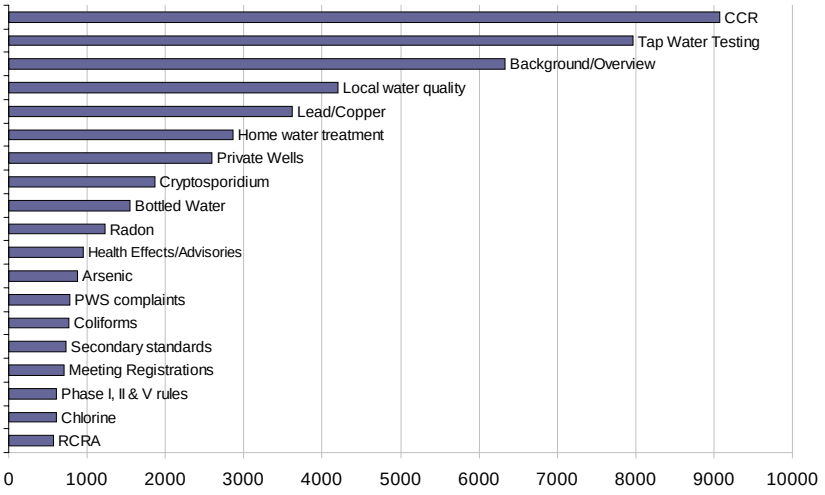
Location of Callers

People contacted the Hotline from all over the United States; however, the Regions in the Eastern (Regions 1-4) and Central Time Zones (Region 5) remained consistently high, as did Region 9 even though it is in the Western Time Zone. The EPA Region with the lowest number of calls is Region 8.

Most Commonly Asked Questions

The most frequent question to the Hotline concerned the Consumer Confidence Reports (9,072), with the most calls coming from citizens who needed help understanding the report and/or had follow-up questions concerning the EPA/CDC Guidance on *Cryptosporidium.* Related questions on local drinking water quality and tap water testing were also asked (many times as a result of viewing the Hotline phone number on the CCR).

Subject Inquiries over 500 - FY00



Putting the specific subjects of inquiries into broad categories, it becomes clear that callers were very interested in what they could do as individuals to protect their water (as evidenced by the calls received/answered on tap water testing, local drinking water quality and SDWA 1996--which is primarily calls regarding the CCR). Callers were also interested in receiving overview information on the entire drinking water program (which is the majority of Other Drinking Water Regulation inquiries). Background/Overview inquiries include overview questions on how EPA regulates drinking water, how to find out more information about drinking water regulations in general, and an overview summary of the drinking water regulations.

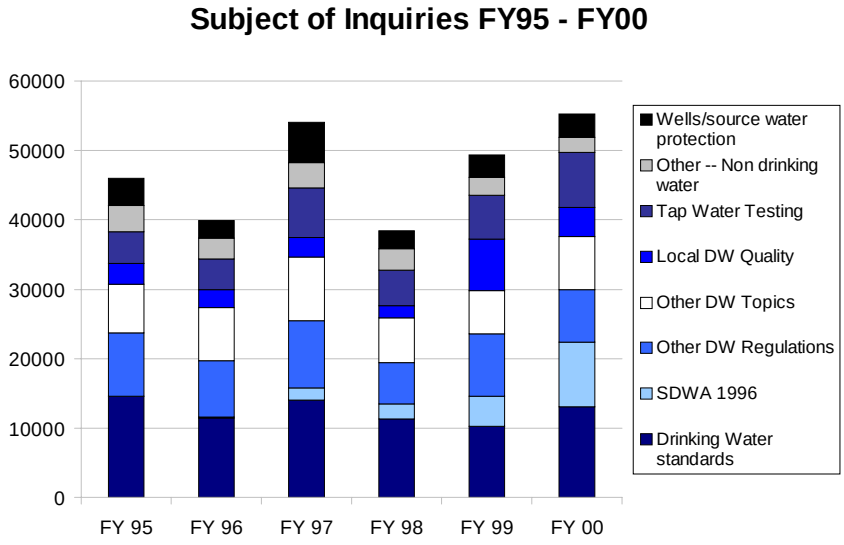
Questions pertaining to the National Primary Drinking Water Regulations (NPDWRs) include inquiries on the maximum contaminant level or maximum contaminant level goal of a particular NPDWR, how to implement or enforce particular rules, how to monitor (both initial, increased or reduced) under a particular regulation or questions on the

proposed/promulgation dates of NPDWRs. These questions tend to be higher in volume when a rule is first proposed or promulgated. Then, as the regulated community becomes more familiar with the rule and its provisions, questions on that rule drop off (sometimes rather precipitously).

In the Other Drinking Water Topics section, several topics were popular, including tap water testing, local drinking water quality, home water treatment units and bottled water. Given the high number of citizen calls received by the Hotline, it makes sense that these topics are more popular than the more technical drinking water topics.

Call Trends over Time

Over the last five years, inquiries about the NPDWRs/SDWRs have remained relatively constant (and high). Other Drinking Water Regulations (which is primarily background/overview questions) and Other Drinking Water Topics (which includes Tap Water Testing and Local Drinking Water Quality) also remained steadily high over the last five years.



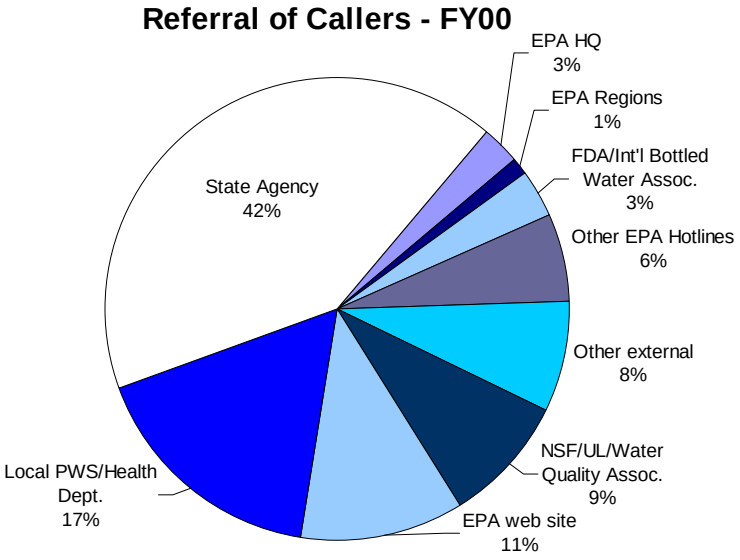
The most dramatic increase in calls was the SDWA 1996 Section, which went from 0 in FY 95 (one year before the Safe Drinking Water Act was reauthorized) to 9,299 in FY 00 (again primarily due to inquiries about the CCRs, which were initially issued in October 1999 and subsequently issued in July 2000).

Disposition of Inquiries

Subject inquiries has remained the largest type of call received by the Hotline. However, document requests have decreased dramatically over the years (primarily because so many documents are now available on EPA's web site) while Referrals have increased primarily because callers are being referred to EPA's web site more often to obtain EPA documents and other information.

Referrals

Thirty-four percent (32,256) of all inquiries (average 2.1 inquiries per call) in FY 00 were designated as referrals. This number represents a decrease of 4,438 referrals from FY 99 (which answered a total of 36,304 referrals) but an increase of almost 14,889 referrals made this year as compared with total referrals in FY 98 (17,367). These calls include those to which the Hotline gave information concerning the SDWA and offered a referral to another source for further information.



During FY 00, the greatest number of referrals was to State Drinking Water Offices (just as in FY 99). Referrals to OGWDW's web site were made 3,235 times in FY 00. Other referrals were to local water systems, EPA Headquarters, and other hotlines, such as EPA's Resource Conservation and Recovery Act (RCRA) hotline and Indoor Air Hotline. Referrals were also made to organizations outside of the Agency, namely to NSF International, the International Bottled Water Association (IBWA), and the Food and Drug Administration (FDA).

Level of Difficulty

Calls received and answered are rated on a four point scale. The levels are:

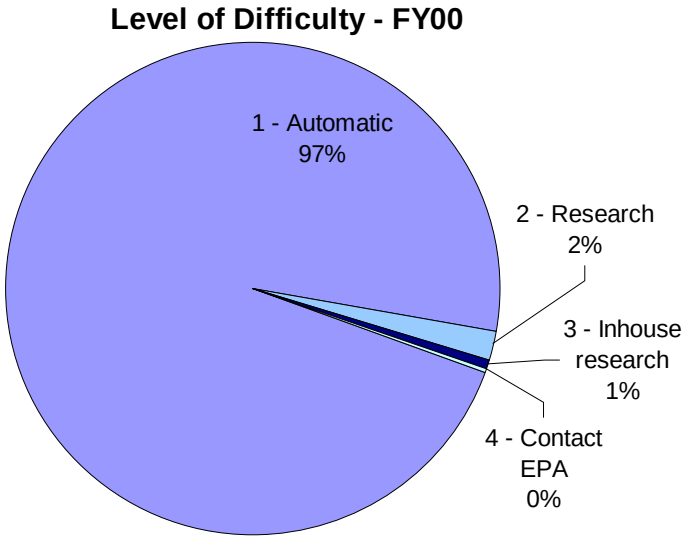
1) Automatic response - the question is answered without research or discussion with other Information Specialists;

2) Research with caller on line - the Information Specialist may need to check some detail or do minimal research (less than three minutes) using the resources at hand;

3) Call back after in-house research - the question requires the Hotline staff member

to do more intensive research using resources available at the Hotline and then return the call with the proper answer;

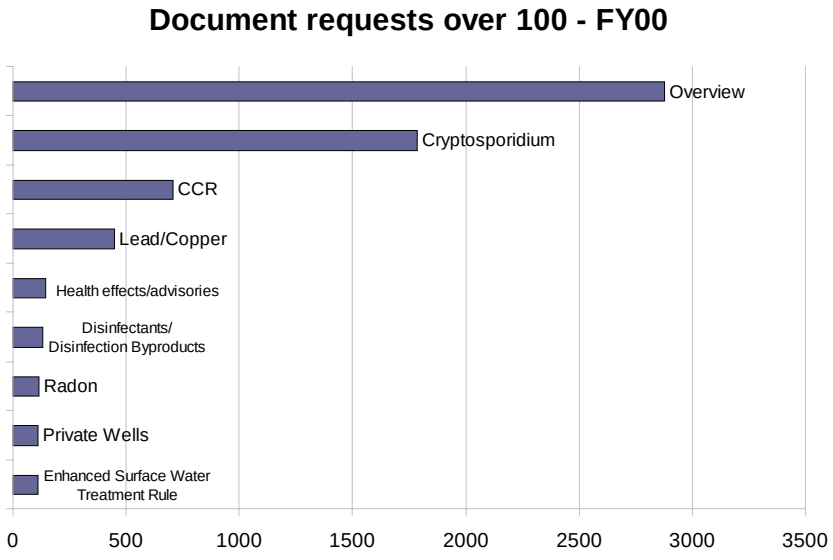
4) Call back after contacting EPA - the question requires the staff member to contact the specific EPA contact for a particular subject to get definitive information before returning the call.



During FY 00, the majority of calls (43,800 or 97.2%) continued to be Level One. The Hotline staff are trained to understand all regulations pertinent to the SDWA and are required to familiarize themselves with all new regulations such as the CCR and the Stage I D/DBP. The total calls answered and received required only 1.9% (842) to be researched with the caller on line. The remaining 425 calls were designated as either level three (0.7%) requiring extensive in-house research, or level four (0.2%) requiring a staff member to contact EPA directly.

Document Requests

The number of document requests is much lower than subject requests and referral inquiries. Background/overview documents (such as *Water on Tap*) and the EPA/CDC Guidance on *Cryptosporidium* were the most requested documents. Increasingly, the Hotline is being asked if publications are on the Internet, and people prefer to download them from the web rather than order them in hard copy format.

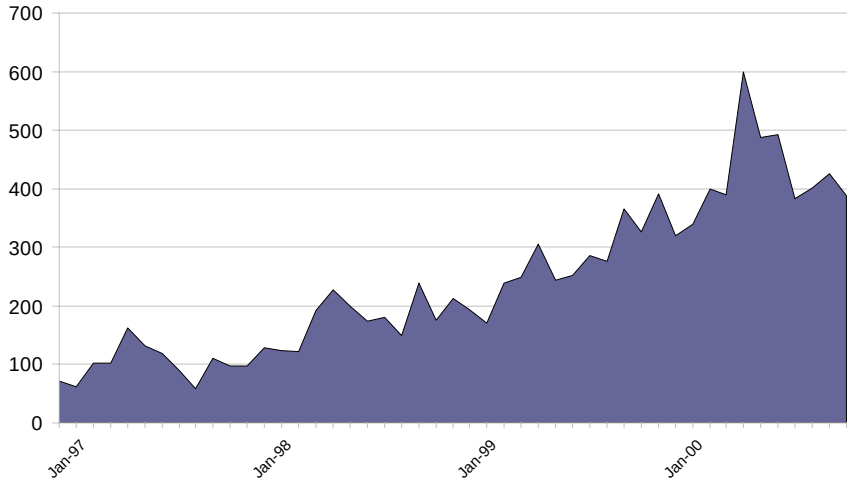


There were nine subject categories of document inquiries that received at least 100 requests (one more than the amount of categories in FY 99). One category from last year (tap water testing) was slightly below 100 in FY 00 and therefore fell off of this list. Two categories (radon and private wells) received over 100 calls in FY 00 for the first time.

E-mail Volume

The Hotline received 5,018 requests for information via e-mail during FY 00. This total marked an increase over the e-mail requests during FY 99 (3,116); FY 98 (2,007) and FY 97 (1,188)--overall 322% more in FY 00 than in FY 97. The majority of e-mail requests came from citizens (50%), followed by schools.

Email messages per month - FY97 - FY00



Subjects of E-mails

The subject category having the most inquiries by e-mail was background/overview (1,369), followed by local drinking water quality (556) and private household wells (421). The highest number of referrals was made to EPA web sites (1,398), and the office with the most referrals was the State Public Water System Supervision Office (634). This reflects the trend toward more interest in EPA's web sites and web services.

Other Information

The Hotline lost two staff members in FY 00 (both in the summer months): Stephanie Taylor (Hotline Manager) and Wilamena Harback (Information Specialist). Mary Beth Weaver replaced Ms. Taylor as the Hotline Manager in July 2000 while Luis Cortez replaced Ms. Harback in mid July 2000.

The Hotline added an option for Spanish speaking callers so that they could leave voice mail messages (translated by Mr. Cortez) and receive EPA Spanish language publications. In addition, the Hotline added a reference to the OGWDW web site (http://www.epa.gov/safewater) to its introductory message.

SECTION II:

Detailed Breakdown of Hotline Statistics

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

Annual Breakdown of Caller Statistics

CALL LOAD	NUMBER	PERCENT
Total Incoming Calls	68,410	100.0%
Calls Received and Answered	45,067	65.9%
Abandoned Calls = Hang-Ups + Night Calls	23,360	34.1%
Ratio of Calls Received and Answered to Abandoned	3:1	N/A
Mean Queue Time	39 seconds	N/A
Average Calls Received and Answered per Month	3,756	N/A
Average Calls Received and Answered per Day	186	N/A

CALL TYPE		
Total Number of Inquiries	94,787	100.0%
Subject Inquiries	55,246	58.3%
Referrals	32,256	34.0%
Document Requests	7,285	7.7%
Average inquiries per call	2.1	N/A

HIGHEST NUMBER OF CALLS		
A: Type of Caller = Citizens	32,127	71.3%
B: Geographic Area of Calls = Region IV	7,552	16.8%
C: Subject of Inquiry		
Questions Asked = Consumer Confidence Report	9,072	16.4%
Documents Requested = Background/Overview	2,876	39.5%
D: Referral of Callers = State Laboratory Certification Offices	7,861	24.3%

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

A. TYPE OF CALLER		NUMBER	PERCENT
Analytical Laboratories		365	0.8%
Citizens		32,172	71.3%
Consultants		5,219	11.6%
Environmental Groups		55	0.1%
EPA HQ and Regions		398	0.9%
Federal Government		253	0.6%
Industry/Trade		681	1.5%
Spanish		81	0.2%
Law Firms		78	0.2%
Media/Press		184	0.4%
Medical Professions		190	0.4%
Schools and Universities		1,020	2.3%
State and Local Governments		945	2.1%
Water Suppliers		1,992	4.4%
Community	1,967		
Transient, Non-Community	4.4%		
Non-Transient, Non-Community	3 0.0%		
	22 0.0%		
Real Estate		256	0.6%
Other		55	0.1%
Hang Ups		1,123	2.5%
Total		**45,067**	**100.0%**

B. GEOGRAPHICAL AREA		
EPA Region I	3,604	8.0%
EPA Region II	5,740	12.7%
EPA Region III	6,711	14.9%
EPA Region IV	7,552	16.8%
EPA Region V	6,574	14.6%
EPA Region VI	3,835	8.5%
EPA Region VII	1,922	4.3%
EPA Region VIII	1,822	4.0%
EPA Region IX	4,156	9.2%
EPA Region X	1,939	4.3%
International	57	0.1%
Unknown	1,155	2.6%
Total	**45,067**	**100.0%**

C. SUBJECT OF INQUIRY

1. NPDWRs	Questions Asked		Documents Requested	
a. Microbiological				
Total Coliforms	764	1.4%	27	0.4%
Surface Water Treatment Rule	133	0.2%	31	0.4%
Ground Water Rule	125	0.2%	18	0.2%
ESWTR	291	0.5%	110	1.5%
Cryptosporidium	1,863	3.4%	1,786	24.5%
Other Microbials	80	0.2%	1	0.1%
Water Disinfection	84	0.2%	16	0.2%
Subtotal	**3,340**	**6.1%**	**1,989**	**27.3%**
b. Information Collection Rule	**49**	**0.1%**	**9**	**0.1%**
c. Disinfectants/Disinfection Byproducts (D/DBPs)				
Chlorine	604	1.1%	34	0.5%
Total Trihalomethanes	226	0.4%	9	0.1%
D/DBP	478	0.9%	133	1.8%
Subtotal	**1,308**	**2.4%**	**176**	**2.4%**
d. IOC/VOC/SOC				
Phase I, II and V	612	1.1%	28	0.4%
Arsenic	883	1.6%	32	0.4%
Fluoride	480	0.9%	60	0.8%
Sulfate	50	0.1%	13	0.2%
MtBE	455	0.8%	95	1.3%
CMR/Permanent Monitoring Relief	3	0.0%	3	0.1%
Subtotal	**2,483**	**4.5%**	**231**	**3.2%**

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

	Questions		Documents	
e. Lead/Copper	**3,613**	**6.5%**	**448**	**6.2%**
f. Radionuclides				
Radionuclides (other than Radon)	333	0.6%	24	0.3%
Radon	1,226	2.2%	115	1.6%
Subtotal	**1,559**	**2.8%**	**139**	**1.9%**
G. Consumer Confidence Report				
General	5,537	10.0%	550	7.5%
Template/Guidance	511	0.9%	9	0.1%
CDC/EPA Guidance for Immuno-Compromised Persons	2,480	4.5%	146	2.0%
Compliance	303	0.5%	0	0.0%
Public Service Announcement Order	141	0.3%	3	0.1%
Saw Public Service Announcement	100	0.2%	0	0.0%
Subtotal	**9,072**	**16.4%**	**708**	**9.7%**
NPDWR subtotal	**21,424**	**38.8%**	**3,700**	**50.8%**
2. Secondary Standards	**733**	**1.3%**	**34**	**0.5%**
3. Other Drinking Water Regulations				
Background/Overview	6,331	11.5%	2,876	39.5%
Safe Drinking Water Act Reauthorization	18	0.0%	5	0.1%
State Revolving Funds	39	0.1%	5	0.1%
Operator Certification	60	0.1%	21	0.3%
National Contaminant Occurrence Database	12	0.0%	0	0.0%
Definition/Applicability/Coverage	104	0.2%	1	0.0%
Drinking Water Priority List/Contaminant Candidate List	45	0.1%	8	0.1%
Monitoring Triggers	18	0.0%	0	0.0%
Public Notification	184	0.3%	51	0.7%
Regulation Reformatting	5	0.0%	0	0.0%
Sodium Monitoring	5	0.0%	0	0.0%
Small System Variances/Exemptions	35	0.1%	3	0.0%
Standard Setting/RIA	5	0.0%	0	0.0%
State Primacy & Indian Lands	19	0.0%	4	0.1%
Unregulated Contaminants	117	0.2%	20	0.3%
Waivers/Variances/Exemptions	26	0.1%	2	0.0%
Subtotal	**7,023**	**12.7%**	**2,996**	**41.2%**

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

4. Other Drinking Water Topics	Questions		Documents	
Additives Program	105	0.2%	0	0.0%
Affordability/Cost	177	0.3%	15	0.2%
Analytical Methods	271	0.5%	15	0.2%
Bottled Water	1,548	2.8%	2	0.0%
Complaints about PWSs	783	1.4%	0	0.0%
Compliance/Enforcement	142	0.3%	8	0.1%
Health Effects/Health Advisories	955	1.7%	144	2.0%
Home Water Treatment Units	2,865	5.2%	9	0.1%
LCCA/Lead Ban	149	0.3%	10	0.1%
Local Drinking Water Quality	4,201	7.6%	2	0.0%
Meeting Registrations	701	1.3%	0	0.0%
National Pesticide Survey	4	0.0%	0	0.0%
Perchlorate	30	0.0%	4	0.1%
Small System Compliance Technologies	18	0.0%	5	0.1%
State Laboratory Certification	224	0.4%	57	0.8%
Tap Water Testing	7,970	14.4%	97	1.3%
Treatment Technologies/BATs	90	0.2%	0	0.0%
Y2K	367	0.7%	0	0.0%
Subtotal	**20,600**	**37.3%**	**368**	**5.0%**
5. Other EPA Related Concerns				
Clean Air Act	289	0.5%	0	0.0%
Clean Water Act	492	0.9%	0	0.0%
Pesticides	160	0.3%	0	0.0%
Pollution Prevention	77	0.1%	0	0.0%
Resource Conservation and Recovery Act	569	1.1%	0	0.0%
Toxic Substances Control Act	64	0.1%	0	0.0%
Non-EPA Environmental	291	0.5%	0	0.0%
Not Environmental	227	0.4%	0	0.0%
Subtotal	**2,169**	**3.9%**	**0**	**0.0%**
6. Ground Water/Wellhead/Source Water				
Private Wells	2,598	4.8%	110	1.5%
Sole Source Aquifers	17	0.0%	5	0.1%
Ground Water	148	0.3%	21	0.3%
Wellhead Protection	75	0.1%	19	0.3%
Source Water Assessment and Protection	275	0.5%	30	0.3%
Underground Injection Control	184	0.3%	2	0.0%
Subtotal	**3,297**	**6.0%**	**187**	**2.5%**
TOTAL INQUIRIES	**55,246**	**100.0%**	**7,285**	**100.0%**

D. REFERRALS

1. Internal Drinking Water Referrals	Number	Percent
a. Internal Office of Ground Water and Drinking Water (PWS)		
EPA HQ OGWDW (PWS)	102	0.3%
Office of Water Docket/Office of Water Resource Center	73	0.2%
Subtotal Internal (PWS)	**175**	**0.5%**
b. Internal Non-PWS Referrals		
EPA HQ Enforcement	42	0.1%
EPA HQ Ground Water Protection	101	0.3%
EPA Technical Standards Center (TSC)	31	0.1%
EPA Office of Research and Development (ORD)	93	0.3%
EPA HQ Library	124	0.4%
EPA HQ Other	313	1.0%
Safe Drinking Water Information System (SDWIS)	424	1.3%
EPA Web	3,235	10.0%
Subtotal Non-PWS	**4,363**	**13.5%**
c. EPA Regional Referrals		
EPA Region I	20	0.1%
EPA Region II	26	0.1%
EPA Region III	40	0.1%
EPA Region IV	93	0.3%
EPA Region V	50	0.2%
EPA Region VI	49	0.2%
EPA Region VII	14	0.0%
EPA Region VIII	22	0.1%
EPA Region IX	39	0.1%
EPA Region X	15	0.0%
Subtotal Region	**368**	**1.2%**

d. State Referrals

State Laboratory Certification	7,861	24.3%
State Public Water System Supervision Office	5,020	15.6%
State Radon Contact	294	0.9%
State Source Water Assessment and Protection Contact	123	0.4%
Other State Agency/Contact	154	0.5%
Subtotal State Agencies	**13,452**	**41.7%**

e. Other EPA Hotlines/Clearinghouses	**Number**	**Percent**
Other EPA Hotlines	1,532	4.7%
NTIS/GPO/PIC/ERIC/NCEPI	411	1.3%
Subtotal EPA Hotlines/Clearinghouses	**1,943**	**6.0%**
Subtotal EPA/State Referrals (a - e)	**20,301**	**62.9%**

1. External Referrals

American Ground Water Trust (AGWT)	543	1.7%
American Water Works Association (AWWA)	107	0.3%
Assn. of State Drinking Water Administrators (ASDWA)	7	0.0%
FDA/IBWA	1,418	4.4%
Local Public Health Departments	1,099	3.4%
Local Water Systems	4,329	13.5%
Non-EPA Web	693	2.1%
NSF/WQA/UL/NAIN	2,891	9.0%
Other Federal Agency	405	1.3%
Other	463	1.4%
Subtotal External	**11,955**	**37.1%**
Total Referrals	**32,256**	**100.0%**

LEVEL OF DIFFICULTY

Automatic	43,800	97.2%
Research--Caller Online	842	1.9%
Inhouse Research--Call Back	323	0.7%
Contact EPA--Call Back	102	0.2%
Total	**45,067**	**100%**

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

Annual E-Mail Statistics

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
	392	320	340	400	389	599	599	599	599	599	599	599	5,018
Type of Requestor													
Analytical Labs	6	2	2	13	6	6	6	15	5	6	8	3	78
Citizen	183	141	173	218	160	291	244	251	227	215	202	197	2502
Consultant	37	30	44	22	33	48	43	32	59	38	47	39	472
Environmental Group	0	0	0	1	0	0	0	8	3	4	7	5	28
EPA HQ & Regions	10	10	11	3	9	12	11	8	6	4	6	1	91
Federal Government	5	5	4	9	10	9	8	5	4	6	7	4	76
Industry/Trade	15	8	10	17	16	29	32	39	14	41	52	57	330
Law Firm	1	0	1	0	2	0	0	2	0	1	1	0	8
Media	1	0	0	5	1	3	6	6	5	2	4	0	33
Medical Profession	0	0	6	1	3	4	5	7	4	17	12	4	63
Schools/University	61	75	49	72	89	133	94	74	32	19	24	36	758
State/Local Govt.	33	27	24	24	36	36	26	27	14	17	25	22	311
CWS	26	15	11	13	19	20	12	3	5	11	12	9	156
TNC	0	0	0	0	0	0	0	0	0	1	0	0	1
NTNC	0	0	0	0	0	0	0	0	0	0	0	0	0
Real Estate	1	1	1	1	0	0	0	2	2	1	6	1	18
Other	13	6	4	1	5	0	0	13	4	18	13	10	93
Region of Requestor													
Region 1	22	25	22	21	20	29	25	23	21	17	20	28	273
Region 2	33	24	29	24	27	41	30	31	40	34	56	46	415
Region 3	47	40	22	28	40	52	47	36	32	35	35	39	453
Region 4	52	23	25	48	54	70	58	47	43	34	33	37	524
Region 5	37	29	41	51	43	67	44	37	41	35	24	32	481
Region 6	24	30	15	28	27	25	41	23	25	28	32	31	329
Region 7	4	9	8	9	6	22	12	12	15	24	28	32	181
Region 8	20	8	16	11	16	16	14	11	20	20	21	31	204
Region 9	33	30	38	37	45	56	47	57	34	42	48	29	496
Region 10	20	8	10	11	12	25	7	15	24	22	15	23	192
Unknown	71	61	76	96	72	142	117	111	62	71	72	43	994
International	29	33	38	36	27	54	45	89	27	39	42	17	476

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Subject of Inquiries--Calls													
Total Coliforms	7	6	5	6	9	11	14	18	14	15	11	8	124
SWTR	3	3	0	1	1	8	2	2	1	2	0	2	25
Ground Water Rule	1	0	1	1	0	3	39	4	4	2	0	1	56
Enhanced SWTR	1	2	0	2	3	4	0	0	0	0	0	1	13
Cryptosporidium	2	3	0	2	2	6	4	8	9	0	2	5	43
Other Microbials	6	5	4	2	2	9	4	7	8	13	10	7	77
WaterborneDiseases	1	2	3	1	2	0	3	1	0	6	5	0	24
ICR	0	0	0	0	0	2	3	2	3	0	0	0	10
Chlorine	7	8	20	4	0	7	10	14	19	13	16	14	132
Trihalomethanes	1	1	1	0	1	1	6	1	2	3	4	1	22
Other D/DBPs	5	7	3	9	7	8	13	7	8	3	3	7	80
Phase I, II, V Rules	8	4	3	2	3	13	8	5	8	2	2	2	60
Arsenic	10	3	8	15	17	17	22	36	32	12	12	14	198
Fluoride	3	6	7	15	4	13	7	11	9	8	8	6	97
Sulfate	0	0	0	0	0	1	0	0	0	1	1	4	7
MtBE	1	0	2	92	23	14	7	10	12	2	1	1	165
CMR/PMR	0	0	0	0	0	0	0	0	0	0	1	0	1
Lead/Copper	18	20	12	11	15	14	18	18	21	12	10	15	184
Radionuclides	10	5	6	8	5	7	8	12	13	2	0	5	81
Radon	15	12	7	7	6	11	11	7	8	7	6	8	105
Secondary DW Regs	9	18	18	27	11	24	18	19	15	11	16	11	125
Background/Overview	144	113	128	105	150	235	113	88	86	86	70	51	1369
SDWA	0	0	0	0	0	0	0	8	9	2	0	0	19
CCR	31	5	9	4	5	19	6	6	9	7	5	10	116
SRF Funds	1	4	2	0	2	1	1	2	0	1	0	0	14
Operator Certification	0	1	2	4	0	1	5	0	3	0	1	1	18
Occurrence Database	1	0	0	0	0	0	0	0	0	0	0	0	1
Definition/App/Coverage	0	0	0	0	0	0	19	10	9	0	0	0	38
CCL/DWPL	0	0	0	0	0	1	2	5	1	11	0	0	20
Monitoring Triggers	0	0	0	0	0	1	0	0	0	0	0	0	1
Public Notification	1	0	1	0	0	2	2	2	1	0	2	1	12
Regs Reformatting	0	0	0	0	0	0	0	0	0	0	0	1	1
Small Sys. Variances	0	0	0	0	0	0	0	0	0	0	0	2	2
Sodium Monitoring	0	0	0	0	1	0	0	1	1	0	0	0	3
Standard Setting/RIA	2	0	0	0	0	1	0	0	0	0	0	0	3
State Primacy/Indian	0	0	0	2	0	4	1	0	0	0	0	0	7
UCMR	0	0	0	0	0	0	0	1	0	1	0	5	7
Var/Exemption/Waivor	0	0	0	0	0	0	0	0	0	0	0	0	0
Additives Program	5	3	1	3	5	5	3	2	1	0	0	0	28
Affordability/Cost/etc.	0	1	2	0	0	0	0	2	0	0	0	0	5
Analytical Methods	12	13	13	25	18	16	9	15	23	26	11	6	187
Bottled Water	15	8	13	7	11	10	7	5	10	11	12	19	128

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Compliance/Enforce	2	2	3	4	2	4	10	10	11	3	1	1	53
Health Effects/HAs	15	13	25	21	11	19	16	19	18	7	13	12	189
HWTUs	17	31	42	34	34	55	34	22	21	21	18	15	344
LCCA/Lead Ban	4	2	5	0	0	1	16	1	1	0	0	2	32
Local DW Quality	57	43	36	61	62	111	39	21	26	25	48	27	556
National Pest Survey	0	0	0	0	0	0	0	0	0	0	0	0	0
Perchlorate	1	1	0	1	0	0	1	0	0	0	0	0	4
SSCTs	4	1	1	0	0	2	0	0	0	0	0	0	8
State Lab Certification	8	2	1	4	5	4	2	7	4	8	10	5	60
Stakeholder	7	5	0	9	8	15	0	6	0	0	12	7	69
Tap Water Testing	27	18	33	16	22	38	29	9	12	8	11	20	243
TTs/BATs	1	3	0	0	0	0	6	6	0	0	3	3	22
Year 2000	3	3	10	0	0	0	0	0	0	0	0	0	16
Air	0	3	1	11	1	3	3	0	0	0	0	0	22
CWA	9	15	11	14	18	36	28	8	9	4	4	1	157
Pesticides	3	0	0	2	1	3	6	1	2	7	1	4	30
Pollution Prevention	1	3	1	0	3	5	8	6	2	6	7	6	48
RCRA	6	9	20	23	19	36	16	6	1	0	2	0	138
TSCA	0	0	0	0	0	5	3	0	0	0	0	0	8
Non-EPA Env.	0	0	1	2	0	2	15	5	0	2	2	4	33
Not Environmental	0	0	0	0	0	1	1	33	36	2	6	5	84
Private Wells	23	19	30	34	39	62	35	20	29	44	43	43	421
Sole Source Aquifers	5	0	2	1	2	5	1	2	1	2	0	0	21
Ground Water	9	5	9	3	8	19	4	14	15	4	13	8	111
Wellhead Protection	0	2	4	2	0	3	3	2	0	0	0	0	16
SWAP	5	14	9	5	5	14	13	4	1	6	12	7	95
UIC	3	1	5	1	4	3	0	0	0	0	1	1	19
Subject of Document Inquiries													
Total Coliforms	0	0	0	0	0	0	0	0	0	1	0	0	1
SWTR	0	0	0	0	0	0	0	0	0	0	0	2	2
Ground Water Rule	0	0	0	0	0	0	0	0	0	0	0	0	0
Enhanced SWTR	0	0	0	0	0	0	0	0	0	0	0	0	0
Cryptosporidium	0	0	0	0	0	0	0	0	0	2	0	0	2
Other Microbials	0	0	0	0	0	0	0	0	0	0	0	0	0
WaterborneDiseases	0	0	1	0	0	0	0	0	0	0	0	0	1
ICR	0	0	0	0	0	0	0	0	0	3	0	2	5
Chlorine	0	0	0	0	0	0	0	0	0	0	0	0	0
Trihalomethanes	0	0	0	0	0	0	0	0	0	0	0	0	0
Other D/DBPs	0	0	1	0	0	0	0	0	0	1	0	2	4
Phase I, II, V Rules	1	0	0	0	0	0	0	0	0	0	0	1	2
Arsenic	0	0	0	0	0	0	0	0	0	1	2	1	4
Fluoride	0	0	2	0	0	1	1	0	0	0	0	0	4
Sulfate	0	0	0	0	0	0	0	0	0	0	0	0	0
MtBE	0	0	0	2	0	0	0	0	0	0	0	0	2
CMR/PMR	0	0	0	0	0	0	0	0	0	0	0	0	0
Lead/Copper	0	0	0	0	0	0	0	0	0	0	0	1	1
Radionuclides	0	0	0	0	0	0	0	0	0	1	0	0	1
Radon	0	0	1	0	0	0	1	0	0	1	1	0	4

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Secondary DW Regs	0	0	0	0	0	0	0	0	0	0	0	0	0
Background/Overview	12	8	3	11	13	11	8	13	0	8	8	6	101
SDWA	0	0	0	0	0	0	0	0	0	0	0	0	0
CCR	0	0	0	0	0	1	0	0	0	1	0	0	2
SRF Funds	0	0	0	0	0	0	0	0	0	0	0	0	0
Operator Certification	0	0	0	0	0	0	0	0	0	1	1	0	2
Occurrence Database	0	0	0	0	0	0	0	0	0	0	0	0	0
Definition/App/Cov	0	0	0	0	0	0	0	0	0	0	0	0	0
CCL/DWPL	0	0	0	0	0	0	0	0	0	0	0	0	0
Monitoring Triggers	0	0	0	0	0	0	0	0	0	0	0	0	0
Public Notification	0	0	0	0	0	0	0	0	0	0	0	0	0
Regs Reformatting	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Sys. Variances	1	0	0	0	0	0	0	0	0	0	0	0	1
Sodium Monitoring	0	0	0	0	0	0	0	0	0	0	0	0	0
Standard Setting/RIA	1	0	0	0	0	0	0	0	0	0	0	0	1
State Primacy/Indian	0	0	0	0	0	0	0	0	0	0	0	0	0
UCMR	0	0	0	0	0	0	0	0	0	0	0	0	0
Var/Exemption/Waivor	0	0	0	0	0	0	0	0	0	0	0	0	0
Additives Program	0	0	0	0	0	0	0	0	0	0	0	0	0
Affordability/Cost/etc.	0	0	0	0	0	0	0	0	0	0	0	0	0
Analytical Methods	0	0	0	0	0	0	0	0	0	2	0	0	2
Bottled Water	0	0	0	0	0	0	0	0	0	0	1	1	2
Compliance/Enforce	0	0	0	0	0	0	0	0	0	1	0	0	1
Health Effects/HAs	0	0	0	0	0	1	0	1	0	0	0	0	2
HWTUs	0	0	0	0	0	0	0	0	0	0	1	0	1
LCCA/Lead Ban	0	0	0	0	0	0	0	0	0	0	0	0	0
Local DW Quality	0	0	0	0	0	0	0	0	0	0	0	1	1
National Pest Survey	0	0	0	0	0	0	0	0	0	0	0	0	0
Perchlorate	0	0	0	0	0	0	0	0	0	0	0	0	0
SSCTs	0	0	0	0	0	0	0	0	0	0	0	0	0
State Lab Certification	0	0	0	0	0	0	0	0	0	0	0	0	0
Stakeholder	0	0	1	1	0	0	1	1	0	1	0	0	5
Tap Water Testing	0	0	0	0	0	0	0	0	0	0	1	1	2
Tts/BATs	0	0	0	0	0	0	0	0	0	0	0	0	0
Year 2000	0	0	0	0	0	0	0	0	0	0	0	0	0
Air	0	0	0	0	0	0	0	0	0	0	0	0	0
CWA	0	0	0	0	0	0	0	0	0	0	0	0	0
Pesticides	0	0	0	0	0	0	0	0	0	0	0	0	0
Pollution Prevention	0	0	0	0	0	0	0	0	0	0	0	0	0
RCRA	0	0	0	0	0	0	0	0	0	0	0	0	0
TSCA	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-EPA Env.	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Environmental	0	0	0	0	0	0	0	0	0	0	0	0	0
Private Wells	0	0	0	0	0	0	0	0	0	0	0	0	0
Sole Source Aquifers	0	0	0	0	0	0	0	0	0	0	0	0	0
Ground Water	0	0	0	0	0	0	0	0	0	1	0	0	1
Wellhead Protection	0	0	0	0	1	0	0	0	0	0	0	0	1
SWAP	0	0	0	0	0	0	0	0	0	0	1	2	3
UIC	0	0	0	0	0	0	0	0	0	0	1	1	2

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Referrals													
OGWDW-PWS	5	4	1	0	7	10	6	17	23	3	2	3	81
Docket/WRC	2	2	4	0	0	3	0	12	5	4	5	3	40
OGWDW GW Prot. Div.	3	2	5	1	0	2	0	0	0	0	0	1	14
EPA TSC	0	0	1	1	0	1	0	0	0	0	0	0	3
EPA ORD/CERI	6	9	6	10	5	9	3	4	2	0	0	0	54
EPA HQ Other	5	6	5	5	8	10	7	8	5	6	4	1	70
EPA HQ Library	10	10	8	13	13	24	12	20	6	1	1	4	122
SDWIS/CEIS/dwinfo	16	10	15	26	16	21	17	7	0	4	2	2	136
EPA Web	111	85	108	156	105	175	178	151	51	82	99	97	1398
EPA Region 1	0	0	2	2	2	1	0	1	0	1	1	1	11
EPA Region 2	0	0	1	0	1	2	3	1	1	0	0	0	9
EPA Region 3	0	0	1	0	4	5	5	5	1	1	2	0	24
EPA Region 4	0	2	1	0	3	2	0	1	4	0	0	3	16
EPA Region 5	3	0	2	2	2	6	2	5	4	0	1	1	28
EPA Region 6	1	1	1	0	1	0	1	2	0	0	0	0	7
EPA Region 7	0	0	0	1	0	0	1	0	0	1	0	0	3
EPA Region 8	1	0	0	0	0	0	0	0	3	1	1	0	6
EPA Region 9	0	2	3	0	1	3	2	2	0	0	1	0	14
EPA Region 10	0	0	0	0	1	2	0	1	1	1	1	0	7
State Lab Cert Office	30	25	28	95	48	60	25	20	10	26	21	24	412
State PWSS Office	68	49	47	110	76	97	52	39	25	29	24	18	634
State Radon	1	1	1	2	0	1	0	0	3	1	3	0	13
State SWAP	11	12	9	9	14	17	17	7	6	3	0	0	105
Other State Agencies	3	3	7	1	9	4	7	11	5	4	8	2	64
Other EPA Hotlines	21	23	35	47	57	73	35	8	0	5	3	5	312
NTIS/GPO/PIC/ERIC	10	9	9	8	14	13	7	0	0	4	1	3	78
AGWT	8	9	8	13	16	21	16	18	12	42	32	47	242
AWWA	9	17	11	5	21	25	19	13	4	14	6	19	163
ASDWA	0	0	0	0	0	0	0	0	0	0	0	0	0
FDA/IBWA	17	8	14	11	13	11	7	8	8	19	11	13	140
Local Health Dept.	2	3	5	3	13	19	19	4	3	8	9	9	97
Local Water System	10	20	16	22	18	56	15	6	2	9	9	12	195
Non - EPA Web	1	5	6	10	4	17	26	22	26	3	1	1	122
NSF/WQA/UL/NAIN	31	34	58	32	38	58	53	82	46	47	31	9	519
Other Federal Agency	13	16	16	20	24	51	28	46	16	7	0	1	238
Other	4	9	8	11	20	50	23	28	12	17	11	11	204
Requestor's E-Mail Extension													
.com/.net	268	223	247	290	282	447	370	350	314	291	311	272	3665
.edu	31	18	13	20	15	31	27	23	11	25	22	25	261
.gov	17	14	14	12	17	25	18	17	14	12	15	19	194
International	27	33	38	34	27	53	34	59	19	25	25	19	393
.org	12	7	7	14	11	9	10	12	3	18	14	15	132
.state	28	20	17	21	29	23	18	22	17	17	23	24	259
Other	9	5	4	9	8	11	10	9	6	13	16	14	114

SAFE DRINKING WATER HOTLINE

FY 00 ANNUAL REPORT

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Referred to Hotline by													
Direct	95	57	69	77	62	121	54	35	39	69	70	112	860
EPA	14	13	15	36	15	13	17	9	76	236	341	225	1010
OGWDW Homepage	256	238	234	253	266	437	377	410	256	56	0	11	2794
Other	0	0	0	0	1	5	6	8	1	12	12	18	63
OW Homepage	11	9	5	18	21	6	18	21	12	16	3	5	145
PIC/EPA Library	16	3	17	16	24	17	15	9	0	12	0	17	146
Level of Difficulty													
Standard Response	351	301	308	376	356	567	422	432	368	362	385	332	4560
Answer with Research	2	1	6	3	5	10	47	33	1	37	39	55	239
Answer--contacting EPA	1	1	2	0	2	2	2	3	1	0	2	1	17
Referred Directly to EPA	38	17	24	21	26	20	16	24	14	2	0	0	202

SECTION III:

Commonly Asked Questions

Answers current as of 30 September 2000

From the Public:

I saw your ... ad, article, telephone number on television, in my water bill, in a magazine ... what do you do?

EPA's Safe Drinking Water Hotline (SDWH) is available to answer questions about the regulations and programs developed in response to the Safe Drinking Water Act, as amended in 1986 and 1996. SDWH provides information on EPA's drinking water and source water protection programs, standards and monitoring requirements, contaminant-specific health advisories and fact sheets, and can take orders for EPA publications. The Hotline provides updates on the status of drinking water regulations, emerging issues, and policies and public meetings. Referrals to local contacts (such as a state Source Water Protection contact) and other sources of information are also available.

I have a question about my water bill .... I want to have my water service turned on (or disconnected, etc.) Do you have the phone number for my local water system?

EPA's Safe Drinking Water Hotline (SDWH) is a national hotline based in the Washington, DC area and is available to answer questions about the regulations and programs developed in response to the Safe Drinking Water Act, as amended in 1986 and 1996. For questions about your water service or your bill you should contact your public water system directly. The Hotline does not have telephone numbers for public water systems. The phone number should be on a previous water bill or listed in the telephone book (may be listed in the blue pages under local government - water & sewer or public utilities.)

Can you tell me about the water quality in my city?

The Hotline does not have area-specific water quality information but can tell callers how to obtain this information. We do have information about the federal regulations that apply to Public Water Systems (PWSs). We can also provide callers with references, e.g. finding local laboratories to test drinking water, phone numbers for the state drinking water offices, as well as state radon contacts and a variety of other references to help channel callers to the appropriate agency to answer their question.

To find out about your local water quality, contact your local water system and request the results of the system's routine monitoring under the Safe Drinking Water Act (SDWA). Water systems must monitor regularly for over eighty contaminants and must meet EPA's standards for those contaminants. A list of contaminants regulated in drinking water is available from the Hotline, or online at http://www.epa.gov/safewater/mcl.html. As part of a new regulation, EPA requires water utilities to send to their customers an annual water quality report called a Consumer Confidence Report (CCR). This report contains the amounts of contaminants detected in the water, EPA's standards, and other information

such as the source of your drinking water. If you have not received such a report you can request a copy from your water system. Water systems that serve more than 100,000 people must post their CCRs online; links to these reports are available by going to http://www.epa.gov/safewater/dwinfo.htm, and clicking on your state. You can also check your water utility's compliance history at this site, or by contacting your State Public Water System Supervision Office. In all States with primacy, this state office is the regulatory authority for PWSs in the state and keeps all records of violations of drinking water regulations occurring in the state. The Hotline can provide the address and phone number for this office. If your state does not have primacy, the Hotline can provide you with the number and address for the appropriate EPA Region.

Where can I get my water tested? Is the test free? Does this Hotline test water?

No, the Safe Drinking Water Hotline does not analyze drinking water samples. EPA recommends that citizens have their water tested by a laboratory that has been certified by the state to analyze drinking water. To get a list of such certified laboratories, you need to call your State Certification Office. This office provides a list of all the local testing laboratories throughout the state that can test your drinking water for a fee. The Hotline can provide you with the number and address for your State Laboratory Certification Office. A list of these offices is also available at http://www.epa.gov/safewater/faq/sco.html. You can contact your local health department and/or your local water system to find out if there are any free testing programs in your area.

I got the results back from my water test, but I don't understand them. Can you help me?

If your test results are at or below the EPA Maximum contaminant level for each contaminant then your water can be considered safe to drink. The Safe Drinking Water Hotline (SDWH) can provide guidance in understanding laboratory results, federal standards for regulated drinking water contaminants, potential health effects, and sources of contamination. Also, the SDWH can send you a publication that lists EPA's limits for each regulated contaminant. For web users, this list is also available online at http://www.epa.gov/safewater/mcl.html.

What are the health effects of _____?

Health effects information for regulated contaminants are available from a variety of sources. EPA uses health effect information to develop its drinking water standards. EPA describes health effects of regulated contaminants in Title 40 of the Code of Federal Regulations (40 CFR), in Appendix A to Subpart O. In addition, 40 CFR, Subpart Q, Appendix B (new regulation for Public Notification) contains standard health effects language. This standard health effects language became applicable to water systems in areas where EPA has primary enforcement authority on October 31, 2000. For water systems in areas where States have primary enforcement authority this language will not

apply until either the State-adopted rule becomes effective or May 6, 2002, whichever comes first.

The health effects language is available in EPA's *Public Notification Handbook* (EPA 816/R-00-010, dated June 2000), which is available from the Hotline or online at http://www.epa.gov/safewater/pn.html. The Hotline can also order a copy of EPA fact sheets containing health effects and other related information. Web users can find a list of regulated contaminants with the corresponding health effects at http://www.epa.gov/safewater/mcl.html.

I received an annual water quality report from my city. It says that the water meets or surpasses all EPA and state standards, and there's a table in here with a bunch of numbers. Can you help me to read this?

Yes. There are two columns that are essential. One lists the amount of a contaminant found in your water, and is usually labeled "Level Found," "Amount Found," "Your Water," or something similar. The other is EPA's standards, which are found in the column labeled "MCL." The level of a contaminant detected in the water should be at or under the amount in the MCL column. The Hotline helps callers to read the reports, going line by line when necessary.

What are the health effects of chlorine? chloramines?

Both chlorine and chloramines are types of disinfectants that water systems can use to ensure that bacteria, viruses, and other microorganisms are killed/inactivated in the water we drink--to protect users from contracting waterborne diseases. EPA requires water systems that use surface water sources (or ground water under the direct influence of surface water) to disinfect their water. A new rule, called the Ground Water Rule, may require some systems that use ground water sources to disinfect in the future.

EPA has also finalized limits for disinfectants and for byproducts that can be formed by disinfectants and naturally occurring organic matter in water in its Stage I Disinfectants/Disinfection Byproducts (D/DBP) Rule (63 FR 69390, dated December 16, 1998). According to this rule, EPA has determined that chlorine is a health concern at certain levels of exposure. Chlorine at high doses (above its maximum residual disinfectant level or MRDL of 4.0 mg/L) for an extended period of time, has been shown to affect the blood and the liver in laboratory animals. EPA has also determined that chloramines are a health concern at certain levels of exposure (4.0 mg/L). Chloramines are added to drinking water to kill bacteria and other disease-causing microorganisms. Chloramines are also added to provide continuous disinfection throughout the system. At high doses for extended periods of time (above 4.0 mg/L), chloramines have been shown to affect the blood and the liver in laboratory animals. EPA set a drinking water standard for chlorine and chloramines to protect against the risk of these adverse health effects. It is important to realize that some people can smell or taste these disinfectants at levels

below their MRDLs--i.e., if you smell or taste chlorine/chloramines, it may still be at a safe level to drink.

What is the Maximum Contaminant Level (MCL) for chlorine in drinking water?

EPA finalized a Maximum Residual Disinfectant Level (MRDL) of 4.0 mg/L for chlorine in the Stage I Disinfectants/Disinfection Byproducts Rule (63 FR 69390, dated December 16, 1998). Systems serving 10,000 or more persons, and using surface water or ground water under the direct influence of surface water, must comply with this standard by December 16, 2001. Systems serving fewer than 10,000 persons, and systems using only ground water not under the direct influence of surface water, must comply with this standard by December 16, 2003. (Note: EPA has proposed to move these December deadlines back to January 1st of the following year, so the above deadlines may be changed to January 1, 2002 and January 1, 2004, respectively, if the proposal is finalized.)

EPA has set a minimum residual disinfectant concentration entering the distribution system, measured as total chlorine, combined chlorine or chlorine dioxide. This concentration cannot be less than 0.2 mg/L for more than 4 hours. The concentration also cannot be undetectable in more than 5 percent of the samples taken at points within the distribution system each month, for any two consecutive months that the system serves water to the public.

I just purchased a Brita filter, water softener, reverse osmosis system..... Is it any good? Which units, filters or softeners are recommended by EPA?

Home Water Treatment Units (HWTUs) are not regulated by EPA. Therefore, EPA does not approve, certify or recommend filters or other types of HWTUs. EPA's only involvement with filters is through the Pesticide program: EPA checks and registers any filter that uses an antimicrobial compound to ensure that it is used safely. You can contact the National Antimicrobial Information Network (NAIN) at 1-800-447-6349 to find out more about this program, and for information on filters that can kill or inactivate microorganisms.

According to EPA's Frequently Asked Question Internet page (located at http://www.epa.gov/safewater/faq/faq.html#hwtu), "No single unit takes out every kind of drinking water contaminant; you must decide which type best meets your needs." This web page continues by advising: "Most people do not need to treat their drinking water at home to make it safe. A home water treatment unit can improve water's taste, or provide an extra margin of safety for people more vulnerable to the effects of waterborne illness (people with severely compromised immune systems and children may have special needs). Consumers who choose to purchase a home water treatment unit should carefully read its product information to understand what they are buying, whether it is a better taste or a certain method of treatment. Be certain to follow the manufacturer's instructions for operation and maintenance, especially changing the filter on a regular basis."

For more information on HWTUs, you can contact three organizations: NSF International, Underwriter's Laboratory (UL), and the Water Quality Association. NSF International (1-877-867-3435) and UL (1-847-272-880, ext. 42302) test HWTUs against their standards and certify the HWTUs that pass the test; the Water Quality Association (1-800-749-0234) can tell consumers what type of HWTU(s) can remove specific types of contamination.

A magazine article said you would tell me which bottled water brand to buy. So, which brand is the best?

Bottled water is not regulated by EPA, therefore, we cannot help you decide what brand to buy. The Food and Drug Administration (FDA) regulates bottled water under the Federal Food, Drug and Cosmetic Act. All bottled waters must comply with the FDA Quality Standards in Section 103.35(d)(2) of Title 21 of the Code of Federal Regulations (CFR). To find out more about bottled water regulations, you should contact FDA by calling 1-888-723-3366 and speak to a public affairs specialist. The International Bottled Water Association (IBWA) is a trade association for the bottled water industry and may be contacted by calling 1-800-WATER-11. IBWA can provide definitions of the different types of bottled water available to consumers. Also, NSF International (1-877-867-3435) provides a list of bottled waters that it has certified. Lastly, if you want to know about a particular brand, many bottles of water include an 800 number that you can call for information about the source of the water and recent testing results.

What should I test my well for to ensure that the water is safe to drink?

Private, household wells are not regulated by EPA; however, many States and local health departments have programs to help well owners protect their water supply. These programs are generally not regulatory in nature but are based on safety considerations. In addition, there are two related programs called Farm*A*Syst and Home*A*Syst, which are voluntary pollution prevention programs that assist individuals in identifying water pollution risks on their properties and developing action plans to prevent pollution. The Hotline can provide you with a contact in your state for either or both of these agencies, or you can visit their web site at http://www.uwex.edu/farmasyst/. EPA has a publication entitled *Home Water Testing* (EPA 570/9-91-500) which recommends you should test for coliform bacteria, nitrates, pH, and total dissolved solids once each year. Every three years, you should test for sulfate, chloride, iron, manganese, hardness and corrosivity. In addition, you should test once for lead and once for radon. There may also be some additional contaminants, such as pesticides, which should be tested dependent on the conditions or activities near your local area. Therefore, you should contact your local health department and local agricultural extension office to find out if any pesticides are applied and if so, when they are applied. If pesticides are used near your well, you should test for them a little after they are routinely applied to determine if they are contaminating your well.

To get a copy of *Home Water Testing*, contact the Hotline. For more general information

about drinking water, you may wish to order *Water on Tap: A Consumer's Guide to the Nation's Drinking Water* (EPA 815/K-97-002, dated July 1997), or view it on the web at http://www.epa.gov/safewater/wot/wot.html. There are also links to other resources for well users online at http://www.epa.gov/safewater/pwells1.html.

The health department tested my well and told me it was infected with coliforms. What are the health effects of coliforms? How did they get into my well? How can I get rid of them?

According to Appendix A to Subpart O of 40 CFR, total coliforms are "bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present." Fecal coliforms and *E.coli* "are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems."

"Naturally present in the environment" means that total coliforms are everywhere, making it difficult to pinpoint any particular source. You should contact your state or local health department for information on proper treatment of your well to kill or inactivate coliform bacteria. Removal of contamination may involve disinfecting the water source, digging or drilling a new well, replumbing or repairing the distribution system or possibly hooking into a nearby Public Water System. While you are working with your health department to treat the well, you should bring your water to a boil and boil for one minute to kill any potential microorganisms, or use bottled water for drinking and cooking to ensure that you are not exposed to disease-causing organisms in the water.

How can I tell if there is lead in my drinking water?

Lead is tasteless, colorless and odorless, so it is difficult to know whether or not there is lead in the water without testing. Your State Laboratory Certification Office can provide you with a list of laboratories in your state that are certified to analyze drinking water for lead. The Hotline can provide you with the telephone number and address of this office.

EPA's Lead and Copper Rule (56 FR 26460, dated June 7, 1991) established a drinking water lead action level of 0.015 mg/L at the tap for Public Water Systems (PWSs). This means PWSs must take tap water samples from homes that have lead pipes or copper pipes with lead solder. If more than 10 percent of these samples exceeds the lead action level, then the PWS must take certain steps to correct the problem, including installing corrosion control treatment to decrease the amount of lead corroding from plumbing, monitoring the source water, installing source water treatment if lead in the source water is contributing to lead at the tap, and replacing any lead service lines still in the distribution system. PWSs also must educate their users about steps consumers can take to protect themselves from lead in drinking water.

Although water systems are taking steps towards minimizing lead contamination, they do not have the means or the authority to replace the plumbing in every home. Most lead comes from household plumbing, i.e., lead pipes and lead solder used with copper pipes. On June 19, 1988, Congress enacted what is known as the Lead Ban, which restricted lead content in pipes, solder, fixtures, and fittings. This Act lowered but did not eliminate lead contamination in drinking water. Prior to the Lead Ban, several States or localities had already adopted similar requirements; you can contact your local health department to find out whether your area had such a requirement prior to the federal Lead Ban requirement. On August 6, 1996, Congress made the Lead Ban requirements even more stringent. These new changes went into effect August 6, 1998. Again, these changes further restricted the use of lead in household plumbing but did not completely eliminate it. All houses have the possibility of having lead contamination from household plumbing. In addition, household well users with submersible well pumps should be aware that pumps made with brass or bronze components could leach lead into the drinking water. The Hotline has two documents, *Lead in Your Drinking Water* (EPA 810-F-93-001, dated June 1993) and/or *Lead Leaching from Submersible Well Pumps Update* (EPA 812/F-95-002, dated September 1995), which provide information on the proper sampling procedures for determining the source of lead contamination (i.e., household plumbing or submersible pump). *Lead in Your Drinking Water* is also available online at http://www.epa.gov/safewater/Pubs/lead1.html.

I had my water tested for lead and the level was 0.017 mg/L. Is this level safe? How can I remove lead from drinking water? Will boiling the water help? What about water filters or bottled water?

EPA's action level for lead is 0.015 mg/L (or 15 ppb). If tests show that your lead level is above 15 ppb, it is advisable to reduce the lead level in your tap water. There are several steps to take to reduce exposure to lead; boiling, however, is not one of them. Boiling water containing lead would only concentrate the levels of lead in the water. Steps you can take to reduce lead levels in your drinking water include the following:

- "Flush" the cold water faucet by allowing the water to run until you can feel that the water has become cold.

- Never cook with or consume water from the hot-water tap. Hot water dissolves lead more quickly than cold water.

- If you are served by a Public Water System (PWS), contact it and ask whether or not the supply system contains lead piping and whether the water is corrosive. If either answer is yes, ask what steps the PWS is taking to deal with the problem of lead contamination. You can also request the results of your water system's latest sampling for lead.

- Purchase a home water treatment unit that is designed to remove lead from

drinking water. NSF International (1-877-867-3435), Underwriters Laboratory (UL) (1-847-272-8800, ext. 42302) and the Water Quality Association 1-800-749-0234 can provide information on filtration devices that meet industry standards.

! Use bottled water that is lead-free for drinking and cooking. The International Bottled Water Association (1-800-WATER-11) and the Food and Drug Administration (1-888-723-3366) can provide information on bottled water. NSF International has information on bottled water, as well (1-877-867-3435).

My water system adds fluoride to our water. Is this safe?

Drinking water that meets EPA's standards is considered safe to drink. EPA has set two standards for fluoride in drinking water to protect public health. A water system that exceeded either of these standards would be required to notify its customers. Fluoride is an inorganic contaminant that can occur naturally or be added to drinking water. Fluoride has an enforceable maximum contaminant level (MCL) of 4.0 mg/L to protect against bone disease, including pain and tenderness of the bones. EPA also set a non-enforceable, recommended secondary MCL (SMCL) of 2.0 mg/L for fluoride to protect against dental fluorosis. According to the *Public Notification Handbook* (EPA 816/R-00-010, dated June 2000), "Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than 9 years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth, before they erupt from the gums." The decision to add or not add fluoride to the water is made by the public water system, or the local government. Your local water system can tell you what amount of fluoride they routinely add to the water. You can also call NSF International (1-877-867-3435) and Underwriters Laboratories (1-847-272-8800, ext. 42302) for more information, since these organizations deal with drinking water additives such as fluoride.

I have a private well, and I have radon in my air. Should I test for radon in the well water? How? What is the safe level of radon in water? How can I lower the level of radon in my water?

EPA recommends that anyone with a level of radon in the air above 4 picocuries per liter (pCi/L) should also have the water tested if he or she uses a private, household well. The Safe Drinking Water Hotline can provide you with the address and phone number of a person in your state who can provide referrals to laboratories who analyze drinking water for radon.

Since radon is a volatile contaminant, it can volatilize into the air during normal household water use (such as washing dishes, washing clothes, showering or anytime that water is used inside your house). On average, it takes about 10,000 pCi/L of radon in water to

volatilize into 1 pCi of radon in the air.

EPA has proposed a regulation for radon in drinking water, but it will not apply to private wells. Although there is currently no federal standard for radon, some States have set radon regulations or guidelines. You can contact your state radon office to find out if your state has regulated radon in drinking water. The Hotline can provide the telephone number for this office.

If you decide your level is too high, you can lower the level by using one of two types of home water treatment units: granular activated carbon filters or aeration devices. Both of these are point-of-entry devices; in other words, they would remove the radon from the water at the point just before the water enters the interior household plumbing. Granular activated carbon removes radon by catching it in a filter. Aeration devices bubble the radon out of the water and send it into the upper atmosphere through the use of an exhaust fan. For more information on either of these home water treatment units, you should contact the Water Quality Association at 1-800-749-0234, NSF International at 1-877-867-3435 and/or Underwriters Laboratories at 1-847-272-8800, ext. 42302.

What is *Cryptosporidium*? Does EPA regulate it? Is there *Cryptosporidium* in my area? What can I do about it?

Cryptosporidium is a parasite commonly found in lakes and rivers, especially when the water is contaminated with sewage and animal wastes. *Cryptosporidium* is very resistant to disinfection, and even a well-operated water treatment system cannot ensure that drinking water can be completely free of this parasite. Although EPA has promulgated a regulation that will control *Cryptosporidium* in the future, the drinking water standards which are currently effective were not explicitly designed to assure the removal or killing of *Cryptosporidium.* To find out if *Cryptosporidium* has been detected in drinking water in your state you may contact your state drinking water office. You may also choose to follow the EPA/Center for Disease Control *Guidance for People with Severely Weakened Immune Systems* (EPA 816/F-99-005, dated June 1999), which describes the measures you may take to reduce any risk of infection from *Cryptosporidium.*

Cryptosporidium has caused several large waterborne disease outbreaks of gastrointestinal illness, including an outbreak in Milwaukee that was the largest documented waterborne disease outbreak in U.S. history. During this outbreak an estimated 400,000 persons became ill from *Cryptosporidium*. The outbreak in Milwaukee resulted from a change in treatment practices, unfamiliarity by plant operators with the new practice, unusually high levels of *Cryptosporidium* in the water due to heavy rains, and delays in correcting the problem when it first occurred. The combination of human and natural events is unlikely to occur simultaneously in other cities so even though low levels of this microorganism may be found in waters across the U.S., the high levels which occurred in Milwaukee were unusual. In addition, water systems are required to properly operate their treatment plants to protect against bacteria, viruses and turbidity, which, in

some circumstances, may also protect against *Cryptosporidium*. Further treatment steps will be required in the future.

EPA has established a treatment technique for *Cryptosporidium* in the IESWTR (63 FR 69478, dated December 16, 1998), which will require systems serving 10,000 or more persons, and using surface water or ground water under direct influence of surface water, to install filtration that will remove 99 percent of *Cryptosporidium*. Applicable water systems must meet this requirement by December 2001. (Note: EPA has proposed to extend this deadline to January 1, 2002.) EPA has also proposed in the Long Term Enhanced Surface Water Treatment Rule (65 FR 10945, dated April 10, 2000) to extend the *Cryptosporidium* treatment technique to systems using surface water or ground water under direct influence of surface water and serving fewer than 10,000 persons. This rule is scheduled to be finalized in November 2000.

I have had an organ transplant (have HIV/AIDS, undergoing chemotherapy, etc.) Do I need to follow the EPA/CDC Guidelines for Lessening Risk of Infection from Cryptosporidium?

According to the *Guidance for People with Severely Weakened Immune Systems* (EPA 816/F-99-005, dated June 1999), "*Cryptosporidium* has recently caused several large waterborne disease outbreaks of gastrointestinal illness, with symptoms that include diarrhea, nausea, and/or stomach cramps. People with severely weakened immune systems (that is, severely immunocompromised) are likely to have more severe and more persistent symptoms than healthy individuals. Moreover, *Cryptosporidium* has been a contributing cause of death in some immunocompromised people. Individuals who are severely immunocompromised may include those who are infected with HIV/AIDS, cancer and transplant patients taking immunosuppressive drugs, and people born with a weakened immune system."

The EPA/CDC Guidance also states: "Severely immunocompromised people may face a variety of health risks. Depending on their illness and circumstances, a response by such individuals that focuses too specifically on one health risk may decrease the amount of attention that should be given to other risks. Health care providers can assist severely immunocompromised in weighing these risks and in applying this guidance."

Guidance for People with Severely Weakened Immune Systems (EPA 816/F-99-005, dated June 1999) is available from the Hotline, or online at http://www.epa.gov/safewater/crypto.html.

I will be storing water to prepare for the year 2000. Should I add chlorine to it before storing?

Yes, you can add chlorine bleach. Look on the label to find the percent of available chlorine in the bleach. If available chlorine is 1%, add 10 drops to one quart of clear water,

add 2 drops if available chlorine is 4-6%, and 1 drop if 7-10%. If the strength is unknown, add 10 drops. If the water is turbid or colored, double the amount added. Stir the treated water and allow to stand for 30 minutes. The water should have a slight chlorine odor; if not, repeat the dosage and allow the water to stand for an additional 15 minutes. If the taste is too strong, it can be made more palatable by allowing the water to stand exposed to the air for a few hours or by pouring it from one clean container to another several times.

From the Regulated Community:

ARSENIC

What's the status of the new Arsenic regulation? When will it be final?

The new Arsenic rule was proposed June 22, 2000 (65 FR 3888). In this rule, EPA proposed to lower the current maximum contaminant level for arsenic, which is 0.05 mg/L, to 0.005 mg/L. EPA accepted comments on this proposal through September 20, 2000, and is scheduled to finalize this regulation in January 2001. (Note: at press time there is a Congressional move to push the promulgation date back to June 2001.) More information about the regulatory development of the Arsenic rule and copies of the regulation are available from the Hotline or online at http://www.epa.gov/safewater/arsenic.html.

GENERAL

Could you send me the latest list of regulated contaminants? How many contaminants does EPA regulate?

The Safe Drinking Water Hotline (SDWH) has a recent publication which lists the National Primary Drinking Water Regulations, *Safe Drinking Water is in Our Hands* (815/F-99-004, dated August 1999), which lists the enforceable standards of all the currently regulated drinking water contaminants. You can also find a list of regulated contaminants online at http://www.epa.gov/safewater/mcl.html. Currently, EPA has final regulations for 90 contaminants.

What is the difference between a primary and secondary standard?

A National Primary Drinking Water Regulation (NPDWR) is an enforceable standard that protects public health. These standards set quality standards that control the levels of specific contaminants that can adversely affect public health. A Secondary Drinking Water Regulation (SDWR) is a non-enforceable guideline regarding cosmetic and/or aesthetic effects (taste, odor, etc.) of drinking water. EPA recommends them to water systems but does not require systems to comply with the secondary levels.

What is the difference between a Maximum Contaminant Level (MCL) and a Maximum Contaminant Level Goal (MCLG)?

MCLs are enforceable numerical limits that restrict the concentration of specific contaminants in the nation's drinking water. An MCLG is a non-enforceable goal derived solely from health effects data. An MCL is set as closely as possible to the MCLG, taking technology and costs into account.

What is the current MCL for _____? What is the Best Available Technology (BAT) for _____? How about the analytical method?

When EPA sets a maximum contaminant level (MCL) for a contaminant, the Agency also (1) lists the best available technologies (BATs) to treat the water for that contaminant and (2) the approved methods laboratories must use to analyze the water for that contaminant. MCLs are listed throughout 40 CFR 141, but most are listed at 141.61 and 141.62. BATs are listed with MCLs. Analytical methods are also listed in various places in 40 CFR, but most are contained at 141.23 and 141.24. The SDWH can provide information on the MCL, BAT and/or analytical methodology for specified contaminants. The Hotline can also provide information on compliance technologies for small water systems as listed in the Small System Compliance Technology Lists.

What is the status of the _____ Rule?

EPA's drinking water regulations go through several stages, including the following: (1) scheduled to be proposed (such as the Stage 2 Disinfectants and Disinfection Byproduct Rule), (2) proposed (such as the 1999 Radon Rule); and 3) final (such as the Phase I Rule). Rules that are scheduled for proposal and proposed rules can change when the rule is finalized. Rules that are final will not change unless EPA proposes revisions at a future date.

Is my facility considered to be a Public Water System (PWS)? If so, what type of PWS is the facility?

EPA defines a PWS as a system that provides water for human consumption through pipes or other constructed conveyances and regularly serves at least 25 persons or has at least 15 service connections. If your facility meets this definition, it would be considered a PWS--even if it is owned by an individual entity. A PWS may receive its water from ground water and/or surface water. There are three types of PWSs: community water systems (CWSs), non-transient, non-community systems (NTNCs) and transient, non-community Water Systems (TNCs). In some cases, one PWS may purchase all or part of its water from another PWS, thereby making it a consecutive water system. If your facility is a PWS, its user population characteristics will determine its PWS type.

A CWS is a PWS that serves at least 15 service connections used by year-round residents

or regularly serves at least 25 year-round residents. In other words, it serves people in their homes, apartments, condominiums, etc. that are occupied year-round as primary residences (40 CFR 141.2). A Non-Community Water System (NCS) is a PWS that does not serve its users in their primary residence (40 CFR 141.2). NCSs can be classified as either NTNCs or TNCs and exclusively serve users in one or more of a variety of non-residential settings including schools, office buildings, campgrounds, restaurants and highway rest areas. A TNC is a PWS that serves at least 25 people daily; however, it serves the same individuals for less than 6 months, e.g., campgrounds, parks and gas stations (40 CFR 141.2). TNC water systems do not usually serve the same individuals on a daily basis. A NTNC is a PWS that serves at least 25 of the same persons for over 6 months per year (40 CFR 141.2). A typical example of an NTNC is a school or office building that has its own water supply.

States may choose to enforce a stricter definition of a PWS. For example, some States may consider systems serving 15 individuals (instead of EPA's 25) to be a PWS. Therefore, you should contact your State Drinking Water Office to find out your State's PWS definition. EPA has posted guidance on the definition of a PWS online at http://www.epa.gov/safewater/pws/pwsdef2.htm.

There seems to be a discrepancy between two tables containing EPA's drinking water standards on the web, the Drinking Water Standards and Health Advisories table at http://www.epa.gov/ost/drinking/standards/summary.html, and the National Primary Drinking Water Regulations at http://www.epa.gov/safewater/mcl.html. Can you explain the difference? Which should be used to determine compliance?

These web sites were put together by two different offices in EPA. The National Primary Drinking Water Regulations (NPDWRs) chart at http//www.epa.gov/safewater/mcl.html was compiled and put up on the web by EPA's Office of Ground Water and Drinking Water (OGWDW) (the office that proposes and finalizes EPA drinking water standards). The Drinking Water Standards and Health Advisories (DWSHA) table located at http//www.epa.gov/ost/drinking/standards/summary.html was compiled and put up on the web by EPA's Office of Science and Technology (the office that investigates both environmental and human health effects of water contaminants). These lists have different purposes, as well.

The NPDWR chart is a list of all contaminants that are final and effective (i.e., all that a water system would have to comply with). When EPA finalizes a rule, water systems do not usually have to immediately comply with it. Under the Safe Drinking Water Act, Congress stated that there is a period of three years before a final rule becomes effective unless EPA determines that a shorter period is practicable. For up to three years, therefore, after a rule has been finalized, those contaminants regulated under that rule will be final but not yet effective. This period serves three purposes (1) It allows the States to adopt the regulation (or enact one that is at least as stringent) so that they can maintain primacy; (2) It allows EPA and/or the States to certify laboratories to test for that

contaminant or contaminants regulated under the newly final rule; and (3) It allows time for public water systems to prepare to comply with the regulation (both fiscally, technically and managerially). In addition, EPA or a state with primacy may allow a water system up to 2 additional years to comply with a regulation if it determines that the additional time is needed for the system to make capital improvements. (SDWA, Section 1412(b)(10)). This means that when EPA regulates a contaminant, public water systems normally have 3 years from that promulgation date and have access potentially to another 2 years before they must begin controlling its level in the drinking water they supply consumers.

To sum it up, the MCL list only includes those compounds that are final AND effective. The DWSHA table can contain contaminants that are final (but not yet effective). In addition, this document contains contaminants that have been proposed (but are not final) and can contain contaminants for which EPA has health information even though the contaminant is not proposed, final or effective.

Sometimes, EPA revises its standards (like arsenic, which was set in 1976). The final and effective MCL for arsenic is currently 0.05 mg/L. However, EPA has proposed lowering this MCL to 0.005 mg/L. The DWSHA table only provides the proposed MCL (0.005 mg/L). The NPDWR table lists the current MCL (because that is the one that water systems have to comply with until the proposed MCL is both finalized AND becomes effective).

Finally, there are some contaminants which are regulated as a group (as in Total Trihalomethanes, which is the sum of 4 specific trihalomethane contaminants chloroform, bromoform, bromodichloromethane and chlorodibromomethane). The NPDWR chart lists the standard for Total Trihalomethanes as 0.10 mg/L (Note that EPA has a final regulation that lowers this limit to 0.08 mg/L but that final MCL is not yet effective). The DWSHA table lists bromoform, chloroform and bromodichloromethane separately and for each one says the final MCL is 0.08 mg/L with a footnote explaining that the total for trihalomethanes is 0.08 mg/L. The DWSHA table does not list chlorodibromomethane at all--it refers to it by its synonym dibromochloromomethane instead. This can be confusing to people because this table can make it appear that chloroform has a final MCL of 0.08 mg/L and bromoform has a final MCL of 0.08 mg/L and bromodichloromethane has a final MCL of 0.08 mg/L and dibromochloromomethane has a final MCL of 0.08 mg/L. In actuality, the MCL that water systems have to meet at this time is 0.10 mg/L, and each of the four trihalomethane contaminants must be monitored and the sum of all four must be no higher than 0.10 mg/L to comply with this MCL. Therefore, if a water system had 0.08 mg/L of chloroform, 0.08 mg/L of bromoform, and 0 for the other 2 trihalomethanes, the sum would be 0.16 mg/L and the water system would be out of compliance for the Total Trihalomethanes standard.

In the same way, EPA has a final (but not yet effective) standard for Haloacetic Acids 5, referred to as HAA5--the sum of 5 haloacetic acids (dichloroacetic acid, trichloroacetic acid, monochloroacetic acid, monobromoacetic acid and dibromoacetic acid) can be no higher than 0.06 mg/L. Since this MCL is not yet effective, it does not appear on the NPDWR page. When the MCL does become effective, then the NPDWR chart will list HAA5 and

the MCL of 0.06 mg/L. The DWSHA table lists only two of these haloacetic acids separately as having a final MCL of 0.06 mg/L with a footnote saying the total for five haloacetic acids is 0.06 mg/L.

CONSUMER CONFIDENCE RULE (CCR)

Does the Consumer Confidence Report (CCR) (63 FR 44511, dated August 19, 1998) rule apply to my water system?

The CCR applies to all community water systems (CWSs). Non-commmunity water systems (NCSs) are not covered under this regulation. Your State Drinking Water Office is the agency that determines your water system classification (i.e., CWS, NCS). States can be more stringent than EPA; therefore, you should contact your State Drinking Water Office to find out if your state will require public water systems other than community water systems to provide their customers with Consumer Confidence Reports. The Hotline can provide the telephone number and address of your State Drinking Water Office.

The final rule allowed fourteen months for systems to comply with the requirements of the CCR. Consumers were delivered the first reports by October 19, 1999, and should see the report annually by July 1 each year thereafter.

Copies of the regulation and guidance materials are available from the Hotline, or online at http://www.epa.gov/safewater/ccr1.html.

LEAD AND COPPER RULE

What is the MCL for lead? Well then, what is an action level, and how is it different from an MCL?

There is no maximum contaminant level (MCL) for lead; EPA replaced the old MCL of 0.05 mg/L with a treatment technique (TT) in 1991. The TT requires community and non-transient, non-community water systems to take tap water samples for lead. If more than 10 percent of these samples exceed EPA's lead action level of 0.015 mg/L, then the system is required to take action. Systems exceeding the lead action level must (1) install corrosion control (to prevent or reduce the amount of lead leaching into drinking water); (2) conduct source water monitoring and install treatment if the state determines that the source level is contributing to the lead level at the tap; (3) conduct public education so that citizens will learn about the dangers of lead and steps they can take to reduce their exposure to lead and (4) replace lead service lines owned by the system at the rate of 7 percent of the original number each year (this step is required only if the tap samples for lead are still above the action level after corrosion control and/or source water treatment is installed).

If a system exceeds an MCL, the system is out of compliance with EPA's drinking water regulations for that contaminant and would have to notify its users and treat their source water to reduce the level of the contaminant at or below its MCL. If a system exceeds the lead action level, the system is not out of compliance with the Lead and Copper Rule. Instead, the system is triggered into further treatment.

My business gets its water from the city and doesn't treat it or filter it. Does the business have to monitor for lead? Even if it doesn't have to, it still may sample. How should it take these samples? Do you have any guidance documents that you can send us?

No, the business is not required to monitor for lead. EPA regulates public water systems (PWSs) only, and the business is not a PWS since it does not collect, store, treat or distribute drinking water. If the business decides to sample for lead, there are no rules on how it should take these samples. However, EPA recommends that businesses take first draw samples (which have stood motionless in the plumbing system for at least 6 hours) from every outlet (faucet, cooler, etc.) and have the samples analyzed by a state certified laboratory. EPA recommends sampling procedures that your business may follow if it chooses to do so in a guidance manual entitled *Lead in Drinking Water in Schools and Non-Residential Buildings* (EPA 812/B-94-002, dated April 1994). You can order this manual from the Educational Resource Information Center (ERIC) (1-800-276-0462), order #G-158.

MICROBIAL AND DISINFECTION BYPRODUCTS

What is the current MCL for Total Trihalomethanes (TTHMs)? Why are there two standards? How is this level determined? Who has to monitor for TTHMs? What is the analytical method for TTHMs?

The current maximum contaminant level (MCL) for total trihalomethanes (TTHMs) is 0.10 mg/L. EPA has finalized a regulation, called the Stage 1 Disinfectants and Disinfection Byproducts Rule (63 FR 69390, dated December 16, 1998), which will lower the MCL for TTHMs to 0.080 mg/L. Although this new standard has been finalized, water systems will not have to comply with the standard until December 2001 (for systems serving 10,000 or more persons and using surface water or ground water under the influence of surface water), or December 2003 (for systems serving fewer than 10,000 persons or systems using only ground water). (Note: EPA has proposed to push these deadlines back to January 1, 2002 and January 1, 2004, respectively.) In the meantime, applicable water systems must meet the old standard of 0.10 mg/L. EPA decided to propose lowering the MCL because of occurrence studies conducted primarily to determine the extent of THM occurrence in the United States. Surveys in the 1980's were performed to provide data for assessing a new MCL for THMs, as well as to develop regulations for other DBPs.

Currently, only community water systems that serve a population of 10,000 or more individuals and add a disinfectant (oxidant) into the water have to monitor for TTHMs. The D/DBP rule will require both non-transient, non-community and community water systems that add oxidants, regardless of size, to monitor for TTHMs (as per compliance schedules above). The EPA-approved methods for TTHMs are Methods 502.2, 524.2 and 551.1.

What is the status of the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESTWR)? How about the Filter Backwash Recycling Rule (FBRR)?

The LT1ESWTR was proposed together with the FBRR on April 10, 2000 (65 FR 19046). EPA received comments on this rule through June 9, 2000, and plans to finalize each part (the FBRR and the LT1ESWTR) separately in the *Federal Register.* The FBRR will be finalized in the Fall of 2000, while the LT1ESWTR will be finalized later. More information and copies of the proposed rule are available from the Hotline, or online at http://www.epa.gov/safewater/mdbp/lt1fbr.html.

What is the MCL for total coliform? How about *E. coli*?

The maximum contaminant levels for total coliforms, fecal coliforms and *E. coli* are not based on a numerical limits but on their presence in water. EPA requires all water systems to take tap water samples for total coliforms. If any sample is positive for total coliforms, the system must also test that same sample for fecal coliforms or *E. coli*. No more than 5.0% of the samples during the month can be total coliform-positive. Smaller water systems (i.e., systems that serve 3,300 or fewer persons) are allowed to have only one positive sample per month, since they take fewer samples. No sample for fecal coliforms and/or *E. coli* can be positive.

RADON/RADIONUCLIDES

What is the status of the Radionuclides Rule?

The Radionuclides Final Rule was promulgated on July 9, 1976 and became effective on June 24, 1977. A new proposed Radionuclides Rule was proposed on July 18, 1991, affecting regulations for radon, uranium, radium 226, radium 228, gross alpha particle emitters and beta particle and photon emitters. Under a court-ordered deadline, EPA must promulgate a standard for uranium by November 2000. For radium 226, radium 228, beta emitters and gross alpha emitters, EPA has until November 2000 to either (1) promulgate regulations for these contaminants or (2) explain in the *Federal Register* why it chooses not to promulgate regulations for these contaminants.

On April 21, 2000, EPA issued a Notice of Data Availability for radionuclides to update stakeholders on new information that had become available since the 1991 proposal. The Safe Drinking Water Act Amendments of 1996 required the removal of radon from the

proposed regulation, which EPA did on August 6, 1997. EPA proposed a regulation for radon November 2, 1999 (64 FR 59246), and a final regulation is expected in early 2001. EPA finalized the analytical methods proposed in the 1991 regulation on March 5, 1997 (62 FR 10167).

When will the proposed Radon Rule (64 FR 59246, dated November 2, 1999) be finalized?

The Radon Rule was originally scheduled to be promulgated in August 2000, but this deadline was not met. EPA now hopes to finalize this regulation in early 2001.

UNREGULATED CONTAMINANT MONITORING REGULATION (UCMR)

Who has to monitor for what under the Unregulated Contaminant Monitoring Regulation (UCMR) (65 FR 50556, dated September 17, 1999)? With all these lists I'm having a hard time figuring it out.

The UCMR monitoring requirements are separated into three separate lists of contaminants: List 1, List 2 and List 3. Monitoring for contaminants on List 1 is called Assessment Monitoring, and is required of all community and non-transient non-community water systems serving more than 10,000 persons, and a representative sample of small systems. Small water systems will be notified by the state or EPA if they are chosen as part of the representative sample of small systems required to do List 1 monitoring. Monitoring for contaminants on List 1 is to be completed during one year in the period between January 1, 2001 and December 31, 2003. The one exception is for a random selection of 30 small Index Systems, which will have to monitor List 1 contaminants every year.

List 2 is the Screening Survey list, and monitoring for contaminants on this list is required only for a randomly selected group of large and small water systems. EPA divided this group into two sets, one of which ill be required to monitor for *Aeromonas*, the other to monitor for the remainder of contaminants on List 2. Water systems selected for List 2 monitoring will be notified by the state or EPA. List 2 contaminant monitoring for systems doing *Aeromonas* monitoring must be done in 2003. Monitoring of other contaminants on List 2 will be done in 2001 for small systems, and 2003 for large systems.

List 3 monitoring is Pre-Screen Testing. EPA will select up to 200 large and small systems from state nominations of systems most vulnerable to List 3 contaminants. Monitoring of List 3 contaminants will be performed only after future rulemaking specifies methods to determine whether a listed contaminant occurs in sufficient frequency in the most vulnerable systems or sampling locations to warrant its being included in future Assessment Monitoring or Screening Surveys. EPA will also be evaluating the method

performance for List 3 contaminants. Because these methods are expected to be expensive since they will not have been refined, the monitoring program will likely be implemented on a semiannual basis.

SECTION IV:

Commonly Requested Documents by Subject

ARSENIC

- ***Arsenic Proposed Rule***
  (EPA 815/Z-00-004, dated June 22, 2000)

BACKGROUND

- ***It's Your Drinking Water: Get to Know It and Protect It***
  (EPA 810/K-99-002, dated 1999)

- ***Manual of Individual and Non-Public Water Supply Systems***
  (ERIC G-119, dated May 1991)

- ***Safe Drinking Water Act: A Pocket Guide to the Requirements***
  (EPA 810/K-93-001, dated June 1993)

- ***Safe Drinking Water is in Our Hands: Existing Standards and Future Priorities***
  (EPA 815/F-99-004, dated August 1999)

- ***Water on Tap: A Consumer's Guide to the Nation's Drinking Water***
  (EPA 815/K-97-002, dated July 1997)

COMPLIANCE/ENFORCEMENT

- ***1998 National Public Water System Supervision Annual Compliance Report***
  (EPA 305/R-00-002, dated April 2000)

CONSUMER CONFIDENCE REPORT (CCR)

- ***CCR Writer Version 1.5***
  (ERIC C-249, dated September 1999)

- ***Consumer Confidence Report Final Rule***
  (EPA 816/Z-98-005, dated August 1998)

- ***Drinking Water Public Service Announcements:***

  CD Radio Announcements in English and Spanish
  (EPA 810/C-99-001, dated July 1999)

CONSUMER CONFIDENCE REPORT (CCR) *Continued*

- ***Poster, "Now It Comes With A List Of Ingredients", English and Spanish***
  (English: EPA 810/F-99-0073; Spanish: EPA 810/F-99-009. Both dated July 1999)

- ***Poster, "Drinking Water: Pour Over the Facts, English***
  (EPA 810/F-99-008, dated July 1999)

- ***Print Ads, English and Spanish, Newspaper Format***
  (English: EPA 810/F-99-003; Spanish: EPA 810/F-99-004. Both dated July 1999)

- ***Print Ads, English and Spanish, Magazine Format***
  (English: EPA 810/F-99-005; Spanish: EPA 810/F-99-006. Both dated July 1999)

- ***Preparing Your Drinking Water Consumer Confidence Report***
  (EPA 816/R-99-002, dated March 1999)

GROUND WATER RULE

- ***Proposed Ground Water Rule***
  (EPA 815/Z-00-002, dated May 2000)

HEALTH ADVISORIES AND CONSUMER ADVISORIES

- ***Drinking Water Advisory: Consumer Acceptability Advice and Health Effects Analysis on Methyl-Tertiary-Butyl Ether (MtBE)***
  (EPA 822/F-97-008, dated December 1997)

- ***Drinking Water Advisory: Consumer Acceptability Advice and Health Effects Analysis on Methyl-Tertiary-Butyl Ether (MtBE) (fact sheet)***
  (EPA 822/F-97-009, dated December 1997)

- ***Guidance For People With Severely Weakened Immune Systems***
  (EPA 816/F-99-005, dated June 1999)

HOUSEHOLD WELLS

- ***Home Water Testing***
  (EPA 570/9-91-500, dated June 1991)

LEAD AND COPPER RULE

- ***Lead in Your Drinking Water***
  (EPA 810/F-93-003, dated June 1993)

MICROBIAL AND DISINFECTION BYPRODUCTS

- ***Alternative Disinfectants and Oxidants Guidance Manual***
  (NTIS, or at http://www.epa.gov/safewater/mdbp/implement.html, dated April 1999)

- ***Disinfectants/Disinfection Byproducts Proposed Rule***
  (EPA 811/Z-94-004, dated July 29, 1994)

- ***Disinfection Profiling and Benchmarking Guidance Manual***
  (NTIS, or at http://www.epa.gov/safewater/mdbp/implement.html, dated August 1999)

- ***Enhanced Coagulation and Enhanced Precipitative Softening Guidance Manual***
  (EPA 815/R-99-012, dated May 1999)

- ***Guidance Manual for Compliance with the Interim Enhanced Surface Water Treatment Rule: Turbidity Provisions***
  (EPA 815/R-99-010, dated April 1999)

- ***Guidance Manual for Conducting Sanitary Surveys of Public Water Systems; Surface Water and Ground Water Under the Direct Influence***
  (EPA 815/R-99-016, dated April 1999)

- ***Microbial and Disinfection Byproduct Rules Simultaneous Compliance Guidance Manual***
  (EPA 816/R-99-015, dated August 1999)

- ***Stage I Disinfectants and Disinfection Byproducts Rule***
  (EPA 815/Z-98-008, dated December 1998)

PUBLIC NOTIFICATION

- ***Public Notification Final Rule***
  (EPA 816/Z-00-001, dated May 4, 2000)

- ***Public Notification Handbook***
  (EPA 816/R-00-010, dated June 2000)

RADIONUCLIDES/RADON

- ***Radon Proposed Rule***
  (EPA 815/Z-99-006, dated November 2, 1999)

STATE LABORATORY CERTIFICATION

- ***Manual for the Certification of Laboratories: Analyzing Drinking Water, Criteria and Procedures, Questions and Answers - Fourth Edition***
  (ERIC G-065, or at http://www.epa.gov/safewater/certlab/labindex.html, dated 1997)

UNREGULATED CONTAMINANT MONITORING REGULATION

- ***Unregulated Contaminant Monitoring Final Rule***
  (EPA 815/Z-99-004, dated September 17, 1999)

- ***Final Revisions to Unregulated Contaminant Monitoring Regulation: Fact Sheet***
  (EPA 815/F-99-0054, dated August 1999)

WATER CONSERVATION/STUDENT ACTIVITIES

- ***Drinking Water Activities for Students, Teachers and Parents***
  (EPA 810/B-99-002, dated March 1999)

WELLHEAD PROTECTION/GROUND WATER QUALITY/SOURCE WATER PROTECTION

- ***State Methods for Delineating Source Water Protection Areas for Surface Water Supplied Sources of Drinking Water***
  (EPA 816/R-97-008, dated 1997)

SECTION V:

Key Program Activities & Outputs

October 1999

Stakeholder Meeting Registrations:

The Hotline took registrations for the EPA/CDC Meeting on National Estimate of Waterborne Disease Occurrence held November 18, 1999 in Washington, DC.

The Hotline took registrations for the Stakeholders Meeting for the Drinking Water Contaminant Identification and Selection Process, and the six-year Review of All Existing National Primary Drinking Water Regulations held November 16 and November 17, 1999 in Washington, D.C.

Consumer Confidence Reports (CCRs):

The Hotline continued to experience an extremely high volume of calls due to citizens calling upon receipt of their Consumer Confidence Reports.

November 1999

Stakeholder Meeting Registrations:

The Hotline took registrations for the EPA/CDC Meeting on National Estimate of Waterborne Disease Occurrence on November 18, 1999 in Washington, DC.

The Hotline took registrations for the Stakeholders Meeting for the Drinking Water Contaminant Identification and Selection Process, and the Six-Year Review of All Existing National Primary Drinking Water Regulations on November 16 and November 17, 1999 in Washington, D.C.

December 1999

No Significant Activities were reported in December 1999.

January 2000

MtBE:

The Hotline experienced a larger call and e-mail volume due to a news report on Methyl Tertiary Butyl Ether (MtBE), which aired on *60 Minutes* on Sunday, January 16, 1999.

February 2000

Snowy Days:

Due to severe winter weather conditions, the Hotline closed early on Tuesday, January 25th, and remained closed Wednesday, January 26th. The Federal Government was also closed both days.

March 2000

Remote Access:

Remote access to the Hotline email box was interrupted due to security measures affecting the EPA web site. In the interim, the Hotline set up a temporary box with an web email provider. The EPA Project Officer, Christine O'Brien, obtained proxy access to the Hotline email box and forwarded emails to the Hotline via the new box. The Hotline sent over the responses to the Project Officer's EPA email box and Ms. O'Brien sent out the responses from EPA.

April 2000

Remote Access:

Due to the interruption in remote email access for the Hotline, the Hotline Project Officer (Ms. Christine O'Brien) worked with the Hotline to develop an alternative arrangement. The Hotline's new email system became fully operational on April 1, 2000. The new email address is sdwh@erols.com.

Power Outage:

On Thursday April 6, 2000 the Hotline office in McLean, Virginia was without electrical power from 9:15 AM to 2:30PM and from 4:45PM to Hotline close of business (and into the evening) due to two separate explosions at an electrical transformer located near the Hotline office. Virginia Energy and Power Company technicians worked on the problem throughout the day and laid a temporary electrical cable which functioned until the second explosion.

May 2000

Stakeholder Meeting Registrations:

The Hotline took registrations for the Strategic Planning Workshops in all EPA Regions.

Call Spike:

On Sunday, April 30, 2000, the *New York Daily News* published an article on drinking water and mentioned the Hotline's phone number as a resource to get a State Certified Laboratory to test water. The Hotline received ninety-four calls throughout the week in response to this article.

Power Outage:

On Monday, May 8, 2000 the Hotline office in McLean, Virginia was without electrical power from 3:45 PM to 5:25 PM. A electrical relay was struck by a car which subsequently knocked out the power for this area. Virginia Energy and Power Company worked quickly to remove the car and restore power to the area. The Hotline was without phones when the battery back-up ran out just after 4 PM until 5:25 PM when power was restored.

June 2000

Stakeholder Meeting Registrations:

The Hotline took registrations for the Strategic Planning Workshops in all EPA Regions.

The Hotline took registrations for the Arsenic Stakeholder's Meeting taking place in Reno, NV, on August 9, 2000.

New York Times article:

The Hotline had a small spike in calls when the *New York Times* published an article about EPA's new arsenic regulation. In response to this article, published May 25, 2000, the Hotline received 186 calls from all areas of the country.

July 2000

Stakeholder Meeting Registrations:

The Hotline took registrations for the Strategic Planning Workshops in all EPA Regions.

The Hotline took registrations for the Arsenic Stakeholders Meeting held in Reno, NV, on August 9, 2000.

Hotline Staffing:

The Hotline lost two staff members in June 2000: Stephanie Taylor (Hotline Manager) and Wilamena Harback (Information Specialist). Mary Beth Weaver was hired to replace Ms. Taylor and started as the new Hotline Manager on July 3, 2000. Luis Cortez started as a new Information Specialist on Monday, July 17, 2000. Amy Funderburk, Deputy Manager, served as Acting Hotline Manager in the interim time.

Consumer Confidence Reports (CCR):

Due to high volume of calls from citizens concerning the Consumer Confidence Rule Annual Reports, the Hotline operated under a Surge Option for the week of July 10 -14, 2000. The Hotline completed its Surge Option on Monday, July 17, 2000.

Briefings:

Hotline staff attended a one-hour briefing, given by Jenny Jacobs (EPA) on operator certification guidelines, on Thursday, July 13, 2000.

August 2000

Stakeholder Meeting Registrations:

The Hotline took registrations for Strategic SDWA Compliance Planning Workshops for Small Systems in EPA Regions V through X (These meetings were planned and implemented in all Regions; however, the meetings in Regions I through VII had already occurred and therefore needed no further registrations).

The Hotline took registrations for the Arsenic Stakeholders Meeting held in Reno, NV, on August 9, 2000.

The Hotline took registrations for the Source Water Contamination Prevention Stakeholder Meeting held in Alexandria, VA, on September 11, 2000.

Hotline Meetings:

Christine O'Brien (then-Current Project Officer), Joe Jackson (At the time of the meeting, the soon-to-be Project Officer) and Chuck Job (EPA) met with Mary Beth Weaver (Project Manager) to inform the Hotline that Ms. O'Brien was leaving EPA and to discuss the transition from Ms. O'Brien to Mr. Jackson.

September 2000

Stakeholder Meeting Registrations:

The Hotline took registrations for the Source Water Contamination Prevention Stakeholder Meeting held in Alexandria, VA, on September 11, 2000.

SECTION VI:

Bi-Monthly Report Hot Topics Index

INDEX OF HOT TOPICS - FY 00

ADDITIVES

I am working on a project that will involve sealants for water storage tanks (PWS sizes). We saw one mentioned on a web site that states that the sealant has passed for potable water under test method “US EPA File 9-SAE-B81". This item would be considered an additive, and as such, we checked with NSF (National Sanitation Foundation), but they do not have any record of this company or its product. Do you have any idea what the “US EPA File 9-SAE-B81" test method is referring to? . . . . . May/Jun 00, p16

ANALYTICAL METHODS

Can you tell me what methods were recently approved for use in the analysis of drinking water for the presence of total coliforms? . . . . . May/Jun 00, p17

We are trying to find a site online that lists the approved analytical methods for coliform bacteria and other microorganisms under the Total Coliform Rule (TCR). Do you know if these are online? . . . . . May/Jun 00, p17

We have heard that the new Analytical Methods Rule approves new methods for total coliforms and *E.coli*. What are they? . . . . . Nov/Dec 99, p15

What is the method number assigned to the approved nutrient agar MUG method for *E.coli?* . May/Jun 00, p17

What are the approved analytical methods for lead? . . . . . Jan/Feb 00, p11

Where can I get a copy of the new Diquat analytical method 549.2 mentioned in the new *Analytical Methods for Chemical and Microbiological Contaminants and Revisions to Laboratory Certification Requirements: Final Rule*? . . . . . Jan/Feb 00, p11

ARSENIC

I’m doing some research on arsenic and want to know how long does it stay in your system? Please respond, and if you can point me to another web site, I would appreciate that too. . . . Jul/Aug 00, p14

We are trying to find a study by EPA that mentions a link between arsenic exposure and heart disease and cancer. We’ve searched the EPA web site and cannot find anything on this study that gives that type of information. Do you know? . . . . . Sep/Oct 99, p14

What is the current maximum contaminant level (MCL) for arsenic--5 ppb or 50 ppb? . . . . . Jul/Aug 00, p15

Where exactly do we send the comments on the Proposed Arsenic Rule? . . . . . May/Jun 00, p18

Why is EPA putting arsenic in our water? . . . . . May/Jun 00, p18

CONSUMER CONFIDENCE REPORT (CCR)

Can boiling water kill this Cryptosporidium that was mentioned in my water system’s water quality report they sent out? . . . . . Nov/Dec 99, p17

Can you tell me if there is *Cryptosporidium* in my water? Why isn't my water system removing it from my tap water? . . . . . Sep/Oct 99, p17

Does the Consumer Confidence Report (CCR) (63 FR 44511, dated August 19, 1998) always have to be delivered to customers? . . . . . Jul/Aug 00, p19

Do we have to do another CCR? We purchase our water and we already did one last year. . May/Jun 00, p21

Do we need to include the health language specified in Appendix A for all regulated contaminants we detected? . . . . . Jan/Feb 00, p13

For the Consumer Confidence Report (CCR), how should we list the disinfectant residual that was collected under the Information Collection Rule (ICR) (61 FR 24354, dated May 14, 1996)? We sampled for both free and total chlorine. Should we list both or one of the two? If so, which one? . . . . . Sep/Oct 99, p20

How can I tell if this CCR says my water is safe to drink? . . . . . Sep/Oct 99, p16

How do I read this thing? . . . . . Sep/Oct 99, p19

How do I read this water quality report that I got in the mail? . . . . . Mar/Apr 00, p17

How long do we have to keep copies of the Consumer Confidence Reports (CCRs) on record? May/Jun 00, p20
. . . . . .

I didn't exceed the maximum contaminant level (MCL) or action level for any contaminants, so the way I understand it, I don't have anything to put in my Consumer Confidence Report. Is that right? . . . . . Sep/Oct 99, p16

If a water supplier is a wholesaler only, do they have to complete the certification? If so, is it due to their primacy agency three months after their April 19, 1999 deadline, or is it due three months after October 19, 1999? . . . . . Sep/Oct 99, p16

If I don't have 1999 data for a contaminant, do I list old results in the Consumer Confidence Report? . . . . . Jan/Feb 00, p13

If we monitored for aldehydes under the Information Collection Rule (ICR) must we include these results in our CCR? . . . . . Sep/Oct 99, p15

I got a Consumer Confidence Report from my water company, and I'm concerned because the highest level detected is always at the top of the range! . . . . . Nov/Dec 99, p18

I got this report about my water quality, but mercury is not listed. Don't they have to test for mercury? . . . . . Sep/Oct 99, p20

I have completed my Consumer Confidence Report (CCR) and am working out the logistics of delivering it. I would like to save money on printing if possible, and most of my customers have email. Is email considered an adequate form of delivery for the purposes of the CCR requirements? For those customers that do not have it, we will of course deliver a paper copy. Jan/Feb 00, p12
. . . . . .

I have had a liver transplant (have HIV/AIDS, am undergoing chemotherapy, etc.). Do I need to follow the EPA/CDC Guidelines for Lessening Risk of Infection from *Cryptosporidium*? . . . . . Sep/Oct 99, p17

I just got my annual drinking water quality report from my water system. It says that they are meeting all of the safe drinking water standards but I don't like what I'm seeing here. It says there's 1 ppb of tetrachloroethylene in the water and the standard is 5 ppb. And that data is from 1996! Why is the data so old? I don't want any of that in my water. What's the best home water treatment unit to remove this contaminant? . . . . . Sep/Oct 99, p19

I just got my Consumer Confidence Report, and it says that the 90th percentile value for lead is 14 ppb. This means that the 100 percent value is definitely over the action level of 15 ppb, and yet it says there is no violation. How can my water system get away with this? . . . . . Nov/Dec 99, p16

I just got a water report in the mail. Right now we have a boil water notice. This report says the water is so good - they should be arrested. . . . . Sep/Oct 99, p18

I just read in the Consumer Confidence Report (CCR) that my water system sent out that my system's water has high lead amounts--it's so bad it's in the 90th percentile! . . . . . Jul/Aug 00, p16

I'm doing my Consumer Confidence Report (CCR), and I need to know the current standard for total trihalomethanes (TTHMs). I thought it was 100 ppb, but recently I've been hearing it was changed to 80 ppb. Is this true? . . . . . Mar/Apr 00, p18

I'm looking at the sample Consumer Confidence Reports provided in EPA's guidance, *Preparing Your Drinking Water Consumer Confidence Report* (EPA 816/R-99-002, dated April 1999), and one of them lists the maximum contaminant level goals (MCLGs) for lead and copper as N/A. In another report, the MCLG for lead is listed as zero (copper isn't listed in this sample report). Which is right? . . . . . Jan/Feb 00, p13

I'm trying to determine if there are any regulations specifying where or how the language for immuno-compromised people should be displayed in a Consumer Confidence Report (CCR). Can you tell me what the requirement is? . . . . . Jul/Aug 00, p20

I'm trying to list the sources of fluoride in drinking water (for my Consumer Confidence Report), and it says here that it comes from fertilizer and aluminum factories. I think that must be wrong, so I though I'd call and check with you. What are the sources? . . . . . Jul/Aug 00, p21

I put data from the Information Collection Rule (ICR) monitoring in our 1998 Consumer Confidence Report (CCR). Now I'm doing the 1999 version, and I'm not sure if we're supposed to keep putting in the ICR data (since it's from 1998 and prior), or not. . . . . Mar/Apr 00, p19

I received notice that my Consumer Confidence Report (CCR) must have a signature. Does this mean that I must go around to all my customers and have them sign a copy of it? . . . . . Jul/Aug 00, p21

I recently received an annual water quality report from the local water system. I am Hispanic and many residents here are also Hispanic. They are going to just throw this report away because they can't read it. Why wasn't a Spanish-language translation included in the report? . . . . . Sep/Oct 99, p21

I saw an ad in the newspaper that said I could find a water quality report for my water system on your web site. Can you tell me where to look? . . . . . May/Jun 00, p21

I saw the advertisement on TV that said I could call you for my drinking water consumer report? . . . . . Sep/Oct 99, p21
Nov/Dec 99, p17
Mar/Apr 00, p23

It says here the MCL for nitrate is 10 ppm, and the MCLG is also 10! This means my water is bad to drink! What can be done about this? . . . . . Nov/Dec 99, p17

We are preparing our Consumer Confidence Report (CCR). If you are averaging several samples and some are considered non-detected, do you average these with a zero or with the detection limit? . . . . . May/Jun 00, p20

We are working on our next Consumer Confidence Report (CCR) and were wondering how or if we include the secondary contaminants that were detected? . . . . . Mar/Apr 00, p21

We are working on the Consumer Confidence Report (CCR) for a water system. They have a result for gross alpha of 40.0 pCi/L. However, this is not a violation because it was determined to be a result of uranium. How should this be reported? . . . . . Sep/Oct 99, p18

We have a test result for arsenic that came in at 0.027 mg/L. Do we have to use that special language in our CCR? . . . . . Sep/Oct 99, p15

We have begun working on our next Consumer Confidence Report (CCR). There are several items this time that came back as non-detected. How do these get averaged (i.e. with zero's, the detection limit, not at all, etc.)? . . . . . Jan/Feb 00, p13

We listed a violation we had for total coliform on our 1998 CCR and we have had none since. Do we need to include that information again on the 1999 report? . . . . . May/Jun 00, p21

We purchase our water from a water wholesaler. There is some confusion as to when they are required to submit the information to us on monitoring to complete our Consumer Confidence Report (CCR). Exactly when is the deadline to give this information to us? After all, we still have to have it completed and distributed by July 1. . . . . Mar/Apr 00, p20

We saw an announcement in the newspaper that said to contact you [the Hotline] for copies of our water system's annual water quality report (I believe it was called a Consumer Confidence Report). I would like a copy of this report sent to me, please. . . . . May/Jun 00, p19

What am I supposed to do with this 1998 Water Quality Report? Can I throw it away? Do I have to do anything with it, or because of it? . . . . . Nov/Dec 99, p18

What is the estimated cost for each community water system to comply with the Consumer Confidence Report (CCR) rule (63 FR 44511, dated August 19, 1998)? . . . . . Jul/Aug 00, p19

What types of bottled water could I use when traveling if I have HIV? I know that I have to be more careful of microorganisms like *Cryptosporidium*. . . . . May/Jun 00, p19

When I moved here the water company told me that they do not fluoridate the water. Now I get this Consumer Confidence Report, and it has fluoride listed on it at 0.0067 mg/L. Is the water company lying to me? . . . . . Jul/Aug 00, p20

When preparing the Consumer Confidence Report (CCR), how do we list the results from ICR monitoring for HAN (haloacetilenitriles) and HK (haloketones), as a group or separately? In addition, how do we list the results for these if they were monitored for more than once? . . . . Mar/Apr 00, p19

Where and to whom do we send the final copy of our Consumer Confidence Report (CCR) and the delivery certification paperwork? . . . . . Sep/Oct 99, p15

Why is the Consumer Confidence Report that I receive different from the report provided to my relatives in a different state? Don't they all have to provide the same information? . . . . . Jul/Aug 00, p17

DEFINITION/APPLICABILITY/COVERAGE OR REGULATIONS

Are public water systems (PWSs) required to determine the use of Point-of-Use (POU) devices, such as filters installed by consumers on taps? Specifically, are there any regulations or guidelines that PWSs must follow to ensure that water from taps fitted with POU devices is safe? Jul/Aug 00, p33

Are there any federal siting requirements for public water systems? May/Jun 00, p25

Can a water system use bottled water to meet and be in compliance with an MCL (Maximum Contaminant Level)? May/Jun 00, p23

Can you tell me what the citation is for federal enforcement of NPDWRs? Mar/Apr 00, p30

Is a water hauler (truck) a "constructed conveyance" under the Safe Drinking Water Act (SDWA) Amendments of 1996? Jan/Feb 00, p20

Is there a personal right (i.e., a right of a citizen giving rise to sue in private law, and as opposed to a public right that is a matter for administrative enforcement) in water quality under US law? Sep/Oct 99, p22

There is currently a debate over the definition of a non-transient non-community water system (NTNC). There are some that say the definition includes something about 'four hours or more per day, for four or more days per week'. However, we cannot find any reference for this. What is the exact definition, when was it set and when did it change (if ever)? Nov/Dec 99, p26

We are a federal facility and we purchase all our water from the town supplier. If we add point-of-use filters, does this make us a public water system? Nov/Dec 99, p21

We are working on a report for a client, and ran into a snag finding a definition for "ground water under the direct influence of surface water." Do you have a definition for this? May/Jun 00, p24

What are the definitions of "direct" filtration and "conventional" filtration? Jan/Feb 00, p21

What's the deal with nickel and aldicarbs? I see them on some lists as regulated, but when I go to EPA's list of National Primary Drinking Water Regulations at http://www.epa.gov/safewater/mcl.html, I can't find standards for these contaminants. Sep/Oct 99, p22

What types of records must a public water system (PWS) keep, and how long must it keep these records? Jul/Aug 00, p25

What was the original monitoring schedule for organics under the National Interim Primary Drinking Water Regulations? Sep/Oct 99, p25

Which section of the 1996 Safe Drinking Water Act (SDWA) Amendments requires EPA to review its regulations every six years? Jul/Aug 00, p33

Who regulates bottled water? I'm doing my Consumer Confidence Report (CCR), and we are having an argument about this. I say it's the Food and Drug Administration, my buddy says it's the state. Who is right? May/Jun 00, p25

FLUORIDE

Why did you list fluoride as a contaminant? Fluoride is good for you! You shouldn't be giving those anti-fluoride people any ammunition, and I can't understand why you would list something that is so beneficial as a contaminant! . . . . . Nov/Dec 99, p19

GENERAL

Can you tell me when the 1999 Annual Compliance Report will be available? . . . . . Jul/Aug 00, p16

Does the Office of Ground Water and Drinking Water (OGWDW) web site (http://www.epa.gov/safewater) offer the same information in both English and Spanish ? . . . Jul/Aug 00, p34

How can I send a comment to the Administrator's office via email? . . . . . Jul/Aug 00, p25

I am working on a project for school and I am trying to find information on typical treatment used by a public water system. Do you have that kind of information? . . . . . Mar/Apr 00, p24

I just called to let you know that I drank a glass of water an hour ago, and I feel fine! . . . . . May/Jun 00, p25

In doing research on the history of the Safe Drinking Water Act, I came across a very helpful document online called *Twenty-Five Years of the Safe Drinking Water Act: History and Trends* (EPA 816/R-99-007, dated December 1999). This document mentions several studies done before the Safe Drinking Water Act was enacted in 1974, and said that new legislative proposals for drinking water law (which eventually became the SDWA) were introduced in Congress as a result of these studies. I'd like some information about these studies, if it's available. . . . . Jan/Feb 00, p20

Is there a way I can be automatically notified every time there is a new regulation? . . . . . May/Jun 00, p24

I thought there used to be a way to search for a water system by zip code, but I can't find it anymore. Do you have the address? . . . . . May/Jun 00, p26

I've been searching the web for links to any of the Small System Technology Assistance Centers created pursuant to the Safe Drinking Water Act Amendments of 1996. It would be helpful if EPA were to put information about these centers on the Office of Ground Water and Drinking Water web site. Do you have web addresses for these centers? . . . . . Mar/Apr 00, p25

I work for a U.S. Senator here in Washington, D.C. and I wanted to call and thank everyone at the Hotline for their help recently. We have needed some questions answered through phone calls, e-mails, and even through the web. We have always received wonderful help that is both helpful and professional. Thank you again for making my job easier! . . . . . Mar/Apr 00, p23

I would like to obtain a copy of the EPA Safe Drinking Water Information System Audit Report which was referenced in the recent USA Today article. . . . . Sep/Oct 99, p27

What is the Water Supply Guidance, and where can I find it online? . . . . . Mar/Apr 00, p22

When doing odor testing, we have the option to de-chlorinate, or not. What was EPA's intention in regards to this issue? Do we leave the chlorine in or take it out? . . . . . Nov/Dec 99, p21

When will National Drinking Water Week be held in 2000? . . . . . Nov/Dec 99, p19

LEAD AND COPPER RULE

Do water systems have to do public education when the copper action level is exceeded? . . . Nov/Dec 99, p23

How do you calculate the 90th percentile for lead and copper? . . . . . May/Jun 00, p27

If I understand it correctly, water systems that exceed the action level for copper do not have to do public education. Is that correct? . . . . . Mar/Apr 00, p26

I'm calling on behalf of a community water system serving approximately 9,000 people. What would the reduced tap water monitoring frequency for this system be under currently effective Lead and Copper regulations? . . . . . Mar/Apr 00, p29

Is there any guidance available for allowing a small water system to receive a waiver from the lead and copper monitoring? . . . . . Jul/Aug 00, p28

What are the methods used for the detection of lead in drinking water? . . . . . Jul/Aug 00, p27

LEAD CONTAMINATION CONTROL ACT (LCCA)

We are trying to find the citation for the Lead Contamination Control Act (LCCA), with no success. Can you help? . . . . . Nov/Dec 99, p23

MEDIA

Do Consumer Confidence Reports (CCRs) have to be mailed? . . . . . Nov/Dec 99, p24

Do you have a contact for the U.S. Geological Survey study that was written up in the *New York Times* today (November 23, 1999)? . . . . . Nov/Dec 99, p24

Is there a requirement for the number of times a Consumer Confidence Report must be published in the newspaper? . . . . . Nov/Dec 99, p25

METHYL TERTIARY BUTYL ETHER (MtBE)

I am working on a research paper on MtBE. I am trying to find the chemical formula, molecular weight, density, physical state, boiling point and the melting point for this condition. Do you have any of this information on MtBE? . . . . . May/Jun 00, p28

Is the language in this annual water quality report about immuno-compromised people standard language for all reports, or is it only listed for this particular area (Richfield, CT)? . . . . . Jul/Aug 00, p29

We saw a report on the program *60 Minutes* about MtBE, do you have any general information you can send us on this? . . . . . Jan/Feb 00, p16

What is the Chemical Abstract Service (CAS) number for methyl-tertiary-butyl ether (MtBE), and how can a water system treat its water to remove MtBE? . . . . . Jan/Feb 00, p18

MICROBIOLOGICAL CONTAMINANTS/DISINFECTANTS & DISINFECTION BYPRODUCTS (M/DBP)

Can you give me the UV parameters (IT) that EPA will require to meet 4-log virus disinfection or where I can find them? Also, any references for on-site generated mixed oxidants? . . . . . Jul/Aug 00, p22

Does a system that has onsite generation of liquid sodium hyperchlorite have to monitor for chlorite? . . . . . Jul/Aug 00, p21

Does EPA have a standard for non-coliform bacteria? . . . . . Mar/Apr 00, p21

How far can *E. coli* travel in an aquifer? . . . . . Jul/Aug 00, p35

How long can *Salmonella* live in water? . . . . . Jul/Aug 00, p29

How many times can a system using surface water or ground water under the direct influence of surface water exceed the 5 NTU level for turbidity and still avoid filtration? . . . . . Sep/Oct 99, p27

I am looking for the proceedings of an EPA conference entitled Workshop on Fecal Indicators for Ground Water Sampling Under the Ground Water Rule, February 16-17, 1999. Can you find this for me? . . . . . Mar/Apr 00, p26

I can't find the standard for chloroform listed on your web site (http://www.epa.gov/safewater/mcl.html). I thought it was regulated. Was I wrong? . . . . . Jul/Aug 00, p22

I heard there was a notice in the *Federal Register* that the IESWTR is repealed. Is this true? May/Jun 00, p26

I live in Elizabethtown, New Jersey. I just heard on the television that we have to boil our water [because of Hurricaine Floyd]. How long are we going to have to do this? I can't get through to my public water system. What about washing dishes? What about brushing my teeth? . . . . . Sep/Oct 99, p23

In the *Guidance Manual for the Compliance with the Interim Enhanced Surface Water Treatment Rule: Turbidity Provisions* (EPA 815/R-99-010, dated April 1999), Chapter 6, it mentions a CCP Handbook and to contact the Hotline for a copy of it. Can you send this to me please? . . . . . Jan/Feb 00, p14

In the new *Federal Register* notice on the maximum contaminant level goal (MCLG) removal for chloroform, is EPA giving a new MCLG at all? . . . . . May/Jun 00, p22

In the new Interim Enhanced Surface Water Treatment Rule (IESWTR), it mentions the turbidity requirements for conventional and direct filtration samples must be less than or equal to 0.3 NTU in at least 95% of the measurements taken each month. Does this also apply to slow sand and diatomaceous earth filtration? . . . . . Nov/Dec 99, p23

In the proposed Disinfectants/ Disinfection Byproducts Rule, was there any indication given as to a proposed level to TTHMs and HAA5s for the Stage II regulation? . . . . . Nov/Dec 99, p28

Is there a deadline for States to perform sanitary surveys under the Interim Enhanced Surface Water Treatment Rule (IESWTR) (63 FR 69478, dated December 16, 1998)? . . . . . Jul/Aug 00, p27

Is there a direct correlation between the formation of trihalomethanes (THMs) and haloacetic acids (HAAs) in drinking water? It is my understanding that THMs usually occur in larger amounts than HAAs--is this true? I have been getting results for HAAs that are greater than THMs--is this a common occurrence? . . . . . Jul/Aug 00, p23

Is there a guidance document for States to use in the procedure for determining ground water under the direct influence (GWUDI) of surface water? . . . . . May/Jun 00, p31

Is there any case where removal of TOC does not have to be by enhanced coagulation and enhanced softening if you are a large surface water system using conventional treatment? . . Mar/Apr 00, p35

Is there any clarification on where the filtered turbidity samples can be (or must be) taken from? May/Jun 00, p31
. . . . . .

Is there any guidance as to whether or not water systems should notify the public when changing the disinfectant from chlorine to chloramines? . . . . . Nov/Dec 99, p18

My child was just diagnosed with having the rotavirus. No one seems to have any information on it. Do you? We are also trying to track down where our child got this from. Can it be in drinking water? . . . . . Jan/Feb 00, p14

One of the alternative compliance criteria for enhanced coagulation and enhanced softening systems having a source water SUVA, prior to any treatment and measured monthly, that is less than 2.0 L/mg-m, calculated quarterly as a running annual average. I'd like to know where EPA came up with this level of 2.0 - is there a background document or some discussion of this issue I could reference? . . . . . Nov/Dec 99, p27

Our peak flow can remain unchanged for several hours, or throughout an entire day. For the profiling and benchmarking requirements of the Interim Enhanced Surface Water Treatment Rule, how do we compute CT? What residual should be taken - average, minimum? . . . . . Mar/Apr 00, p27

Our water system sent us a notice that they are changing over to chloramines for disinfection. What kinds of problems might we have? . . . . . May/Jun 00, p23

Previously, our sanitary surveys were done on a five year schedule, but now we're supposed to change to a three year schedule. Can you explain to me how EPA wants us to transition in to this new schedule? We have some sanitary surveys that were done in 1999, and some being done in 2000. Should these have been done earlier? . . . . . Jan/Feb 00, p15

We are preparing our final design as required by the ICR. Since our original submission we have added a pumping station. Must we include this in the final design? . . . . . Nov/Dec 99, p22

We saw an article in the American Water Works Association (AWWA) Journal that claimed EPA is considering disallowing the use of dedicated sampling taps in the distribution system for collecting coliform samples. Is this an accurate statement? . . . . . Jan/Feb 00, p22

What is the citation for the Minimum Residual Disinfectant Level for chlorine? . . . . . Nov/Dec 99, p20

What is the deadline for States to adopt the requirements of the IESWTR? . . . . . Mar/Apr 00, p28

What is the projected removal for *Cryptosporidium* under the Interim Enhanced Surface Water Treatment Rule (IESWTR)? . . . . . Jan/Feb 00, p15

What is the required removal for *Cryptosporidium* under the new *Interim Enhanced Surface Water Treatment Rule* (IESWTR)? . . . . . Mar/Apr 00, p27

What will the new turbidity requirements be under the IESWTR? . . . . . Mar/Apr 00, p28

When is the new proposal for Filter Backwash due to be out? . . . . . Nov/Dec 99, p19

When is the Proposed Filter Backwash Rule (65 FR 19046, dated April 10, 2000) expected to be final? . . . . . Jul/Aug 00, p23

When was the Ground Water Rule proposed? . . . . . May/Jun 00, p26

When will data from the ICR be available? . . . . . Sep/Oct 99, p24

Where did the May 2002 date for the final rule of the Stage II Disinfectants/ Disinfection Byproducts Rule and the Long Term II Enhanced Surface Water Treatment Rule come from? May/Jun 00, p22

Where do we need to monitor for TOC under the DBP? . . . . . Mar/Apr 00, p37

Why is the maximum contaminant level goal (MCLG) for trichloroacetic acid higher than the maximum contaminant level (MCL) for total HAA5? . . . . . Mar/Apr 00, p34

Will my nominal 5 micrometer filter remove *Cryptosporidium*? . . . . . Mar/Apr 00, p22

NATIONAL CONTAMINANT OCCURRENCE DATABASE

I've looked all over the NCOD web site and I can't seem to figure out how to do a search. Am I missing this part, or is it "under construction"? . . . . . Sep/Oct 99, p24

What years does the data in the National Contaminant Occurrence Database cover? I've been looking at the web site but can't seem to find this information. . . . . May/Jun 00, p28

OPERATOR CERTIFICATION

Does EPA plan to provide guidance on validation procedures for exam validation under the Operator Certification Guidelines? . . . . . Jul/Aug 00, p31

Has EPA proposed revisions to its Operator Certification Guidelines Rule yet? If so, what is the *Federal Register* citation for this proposal? . . . . . Jul/Aug 00, p30

What is the deadline after which EPA must withhold a portion of the Drinking Water State Revolving Fund (DWSRF) for States which have not submitted operator certification programs under EPA's Proposed additions to the Final Guidelines for the Certification and Recertification of the Operators of Community and Nontransient Noncommunity Public Water Systems (65 FR 45057, dated July 20, 2000)? . . . . . Jul/Aug 00, p30

PHASE I, II AND V RULES

If our system had a detect on 1,1-dichloroethylene, what do we do now? Do we need a running annual average or what? . . . . . Sep/Oct 99, p26

Is there a difference between a compliance cycle and a compliance period? . . . . . Jan/Feb 00, p19

What is the water solubility of 1,1-dichloroethylene, and what is the source for this value? . . . Mar/Apr 00, p23

Where can I find a discussion of EPA's decision to change the silver standard from a National Primary Drinking Water Regulation to a National Secondary Regulation? . . . . . Jan/Feb 00, p19

PRIVATE WELLS

We just inherited a house that has a private well. It is located near an interstate. This water smells like gasoline. Where can we have it tested and what should we have it tested for? . . . Sep/Oct 99, p28

PUBLIC NOTIFICATION

Doesn't my water system have to notify us of a fecal coliform detect within 24 hours? . . . . . May/Jun 00, p29

If a water system is in violation of the Surface Water Treatment Rule treatment technique for disinfectant residual, what Tier would this be classified as under the new Public Notification regulations? What would be the standard health effects language for such a violation? . . . . Jul/Aug 00, p32

What is the effective date for the Public Notification Rule? . . . . . May/Jun 00, p29

RADON/RADIONUCLIDES

I'm confused by two conflicting guidances regarding beta particles. EPA's Water Supply Guidance (WSG) H1 states "NBS Handbook 69 should no longer be used as supporting information for making mrem derivation pursuant to Section 141.16. The appropriate document to be used now for that purpose is entitled *International Commission on Radiation Protection (ICRP) Report No. 30*." However, the CFR and a later guidance H28 reference NBS Handbook 69 as the regulatory reference for determining compliance with the beta particles standard. Which reference should be used? . . . . . May/Jun 00, p30

I read a reference to the Drinking Water Baseline Handbook in the Radon Regulatory Impact Analysis - can you tell me where this document is available? . . . . . Mar/Apr 00, p22

I received my Consumer Confidence Report, which indicates that my city has elevated levels of both gross alpha, and radium. What type of home water treatment units (HWTUs) will remove both of these radiological contaminants? . . . . . May/Jun 00, p31

I was wondering if the Draft Radionuclides State Implementation Guidance is available in hard copy, or just on the web. . . . . May/Jun 00, p23

Our public water system had a violation of the combined radium 226/228 maximum contaminant level (MCL) in 1998. The level detected was 6.3 pCi/L. Although follow-up sampling results were well below the MCL we just sent out our Consumer Confidence Report (CCR) and our customers are really upset. I need to speak with someone at EPA because the state is telling the water systems that EPA will be increasing the MCL for combined radium in the future. Is this true? Sep/Oct 99, p26

Under the proposed Radon Rule, will surface water systems be required to monitor for radon if they use stand-by wells (for use only when surface water sources are low)? . . . . . Mar/Apr 00, p32

We are purchasing a house and it was required to have both the air and the water tested for radon since the house has its own well. I know about the potential health concern for radon in the air, but what health concerns are there in drinking water? . . . . . Mar/Apr 00, p31

We do not have a copy of the Radon Proposed Rule close by. Do you know off hand when the comment period ends for this proposed rule? . . . . . Nov/Dec 99, p26

What do they mean by "dose equivalent" in relation to beta particle and photon activity in drinking water? . . . . . Mar/Apr 00, p31

Where will water systems have to sample for radon under the new proposed regulation? . . . . Mar/Apr 00, p32

Will the proposed Maximum contaminant level (MCL) for combined Radium 226 & 228 of 20 pCi/l still be considered? . . . . . Nov/Dec 99, p27

SOLE SOURCE AQUIFERS (SSAs)

We have heard that the aquifer that we are living close to is listed as a Sole Source Aquifer (SSA). What does this mean? . . . . . Mar/Apr 00, p33

SOURCE WATER ASSESSMENT AND PROTECTION (SWAP)

Have there been any States that have had their Source Water and Assessment Programs approved yet? . . . . . Sep/Oct 99, p27

STATE LABORATORY CERTIFICATION

Can a foreign (Italian) laboratory apply and be certified by EPA? . . . . . Jul/Aug 00, p27

STATE PRIMACY AND INDIAN LANDS

Where in the CFR (Code of Federal Regulations) does it mention, if at all, that States must submit an annual report? . . . . . Jan/Feb 00, p20

STATE REVOLVING FUNDS (SRF)

Does the Davis-Bacon minimum wage apply to the Drinking Water State Revolving Fund program? . . . . . Nov/Dec 99, p29

UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

Can you tell me the twelve contaminants we need to monitor for under the Unregulated Contaminant Monitoring Rule? . . . . . Jan/Feb 00, p22

Does a laboratory have to be specifically certified to do analyses for large systems for the contaminants under the UCMR . . . . . Jan/Feb 00, p22

If chosen, at what frequencies and locations must a large water system monitor for unregulated contaminants in List 2 and List 3 under the Unregulated Contaminant Monitoring Rule (UCMR) (64 FR 50555, dated September 17, 1999)? . . . . . Jul/Aug 00, p35

What do consecutive systems have to monitor for under the Unregulated Contaminants Monitoring Regulation (64 FR 50556, dated September 17, 1999)? The preamble seems to indicate that only some systems will have to monitor for some distribution system contaminants, but 141.40 seems to indicate much more extensive testing. . . . . Mar/Apr 00, p38

WATER CONSERVATION/WATER CONSUMPTION

I am working on research for my thesis. I am trying to find information on common or average gallons per day of water that people use for every day activities. . . . . Nov/Dec 99, p21

YEAR 2000 (Y2K)

I'm considering stocking up on bottled water because of the Y2K problem. Is EPA recommending that citizens store water for Y2K? How long can I store bottled water? There's no expiration date on the bottle. . . . . Sep/Oct 99, p29

Is my water supplier ready for Y2K? . . . . . Nov/Dec 99, p30

We are trying to prepare for the possibility of a water problem for Y2K. We have a lot of people with wells that may lose power and would be worried about the water quality. Do you still have an Emergency Disinfection Fact Sheet available? We have lost our old copy and would like a new one to use that has the chlorine bleach chart. . . . . Nov/Dec 99, p29